

Angel Cole

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EXPERIENCE

Dollar General, Grand Prairie, Texas — Key Holder

December 2023 - October - 2024

- Responsible for opening and closing the store, maintaining store cleanliness and organization, also balancing registers, making bank deposits and recording financial information.
- Assisted customers with different inquiries and tended to their complaints.
- Ensured areas were up to par with front-facing, resolving all issues and helped run the store when management were away.

CSL Plasma, Dallas, Texas — Medical Receptionist

August 2022 - November 2023

- Committed to meet customer service expectations, answering and making phone calls on behalf of office employees, and maintaining the reception area.
- Conducted a registration procedure to verify patients' suitability for the plasma pheresis process.
- Recorded donor pulse, blood pressure, finger stick and temperature measures.

Medline Industries, Wilmer Texas — Order Picker

March 2022 - August 2022

- Responsible for locating products using handheld RF scanners, verifying item numbers and quantities while picking and packing goods for dispatch.
- Attention to detail, safety awareness, and maintained cleanliness.
- Perform product quality assurance checks for damage or defects before picking, making sure to document/report any issues with items.

Sally Beauty Supply, Dallas, Texas — Beauty Advisor

February 2021 - February 2022

- Greeted customers and made sure they felt welcomed.
- I provided each customer with my personalized service to help them meet their beauty goals.
- Met sales targets, monitored stock levels and re-ordered items, and handled cash and card payments.

Bahama Beach Waterpark, Dallas, Texas — Gate Attendant

May 2019 - August 2019

- Provided a warm welcome to guest ensuring their comfort from the moment they arrived at the establishment.
- Ensuring that customers are satisfied with their experience by answering questions, providing information, and resolving issues.
- Performed tasks such as custodial duties, restocking, and maintaining equipment and facilities.

SKILLS

- Client Engagement
- Inventory Control
- Product Fulfillment
- Customer Advocacy
- Risk Management
- Adaptability
- Typing Skills
- Order Picking
- Customer Service
- Pallet Jack
- Data Analysis

AWARDS

National Honor Society

LANGUAGES

Fluent: English

EDUCATION

Lancaster High School ~
High School Diploma

