



Iesha J. Simms

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PROFESSIONAL OVERVIEW

Experienced customer service professional, driven to provide world class satisfaction and company success. Organized and efficient, willing to learn and be inspired by people and customer interactions. Skilled worker with a strong work ethic and with various retail and food service experience.

AREAS OF EXPERTISE

Customer Service

- Engage confidently with diverse populations of people.
- Effectively trained new staff and managed store closing.
- Provided exceptional, efficient, and precise customer service.
- Executed successful conflict resolution to guarantee customer contentment.

Clerical

- Proficient in Microsoft Office Suite (Microsoft Word, PowerPoint, Excel)
- Maintained and updated filing of receipts and invoices, answered phones, reviewed files and records.
- Created invoices, completed banking transactions, and operated office machines such as photocopiers and scanners, facsimile machines, voicemail systems and personal computers.
- Ensured excellent quality control while opening, sorting, and routing incoming mail.

Food Service

- Maintained safety and sanitation standards in kitchen environment.
- Accommodated special dietary needs and requests per client needs.
- Proper food preparation according to customer orders and recipe directions, as necessary; preparing food for over 100+ dinners.
- Acquired and utilized knowledge of specific products and preparing food.
- Cooked and prepared a broad range of food using various industrial equipment.
- Maintained proficiency at five stations.

EXPERIENCE

Instacart	Instacart Shopper	Sacramento, CA	11/20 - Current
Doordash	Doordash Driver	Sacramento, CA	11/20 - Current
Walgreens	Designated Hitter	Sacramento, CA	02/21 – 06/22
Circle K	Customer Service Representative	Sacramento, CA	11/18 - 3/19
Sac Self Help Housing	House Leader	Sacramento, CA	3/18 - 10/18
Gourmet Demo Services	Food Demonstrator	Sacramento, CA	11/14 - 5/18
NCIM	Cook Demonstrator	Sacramento, CA	4/11 - 11/13

EDUCATION AND TRAINING

IREM Sacramento Valley Foundation	RENEW Program	Sacramento, CA	2024
Women's Empowerment	Ready to Rent	Sacramento, CA	2024
Women's Empowerment	Job Readiness	Sacramento, CA	2024
Women's Empowerment/Intel	Microsoft	Sacramento, CA	2024
Sacramento City College		Sacramento, CA	2010 – Current
Sacramento New Technology HS		Sacramento, CA	Diploma