

# DOMMANAIY REED

Dedicated Customer Service Representative and Team Leader

Kansas City, MO 64138

dommrlee@gmail.com

8166653193

Authorized to work in the US for any employer



## WORK EXPERIENCE

### Day Shift Manager

**Burger King** - Lees Summit, MO

March 2018 to June 2019

- Delegated tasks to employees as needed to reach daily shift goals.
- Assisted where ever necessary whenever available.
- Created weekly schedules, performed daily counts, stocked and took inventory.
- Cleaned whenever necessary.

### Tax Preparer/Office Manager

**Liberty Tax** - Grandview, MO

January 2016 to March 2018

### Student

**Wright Career College**

February 2014 to April 2016

Studied Surgical Technology

### Photo Center Technician

**Walmart** - Raytown, MO

November 2013 to August 2014

64133

### Student

**University of Central Missouri**

August 2012 to January 2013

### Crew Member

**McDonalds** - Kansas City, MO

April 2010 to August 2012



---

## EDUCATION

---

### High School Diploma

Ruskin High School

2012



---

## SKILLS

---

- Multi-line
- Multi-line phone
- Ms powerpoint
- Powerpoint
- Customer Service
- Shift Supervisor
- Team Member
- Shift Lead
- Crew Member
- Food Service
- Key Holder
- Fast Food
- Supervising Experience
- Shift Management



---

## ASSESSMENTS

---

### Reliability — Highly Proficient

October 2019

Tendency to be dependable and come to work.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/9f78a7ee6f0f95c5d643d95f4103cb88eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/9f78a7ee6f0f95c5d643d95f4103cb88eed53dc074545cb7)

### Supervisory Skills: Directing Others — Highly Proficient

October 2019

Motivating others through feedback to identify improvements or corrective actions.

Full results: [https://share.indeedassessments.com/share\\_assignment/cta3sryms46upsnk](https://share.indeedassessments.com/share_assignment/cta3sryms46upsnk)

### Customer Focus & Orientation — Highly Proficient

October 2019

Responding to customer situations with sensitivity.

Full results: [https://share.indeedassessments.com/share\\_assignment/p-srdj43y-8e8hbq](https://share.indeedassessments.com/share_assignment/p-srdj43y-8e8hbq)

## **Call Center Customer Service — Highly Proficient**

December 2019

Applying customer service skills in a call center setting.

Full results: [https://share.indeedassessments.com/share\\_to\\_profile/232046d913902ed538194d5d75d4f83feed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/232046d913902ed538194d5d75d4f83feed53dc074545cb7)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.