

# Rachael King

Jonesboro, AR 72401

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I've been a homemaker for the past year. I have a physical impairment that requires surgery to reverse. Until I can schedule the surgery, career choices that involve being on my injured foot for extended periods of times are incompatible with my current abilities. This situation will only be temporary. I'm looking for an understanding employer that can accommodate my needs. I have many versatile skills to bring to any career and I'm a motivated and quick learner. I'm a loyal and enthusiastic employee with a great work ethic. This simply isn't reflected by my work history. I have extensive (10+ years) customer service, retail, janitorial, fast food, sales, and calling experience (only my most recent employment is listed). Health complications and injuries have made for an inconsistent work history but that is being managed and will soon no longer be an issue. Thank you for your consideration.

Authorized to work in the US for any employer

## Work Experience

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### **Housekeeper**

Courtyard Marriott of ardmere - Ardmore, OK

February 2019 to March 2019

- Changed bedding/linen
- Removed trash
- Helped with laundry
- Kept items properly stocked
- Sanitized (area or item|rooms|bathrooms|counters|equipment)
- Cleaned windows
- Assisted with cleaning bedrooms and restrooms
- Worked as housekeeper in a hotel

### **Telefundraiser**

The Heritage Company - Jonesboro, AR

March 2018 to July 2018

- Outgoing calls
- Account management
- Payment processing
- Using charisma and knowledge of organization to increase donations
- Telephone etiquette

### **Janitor**

Dow Janitorial Services - Jonesboro, AR

January 2018 to March 2018

- Janitorial services for office building, factories, and churches
- Using proper chemical products to clean and sanitize

- Sweeping and mopping floors manually and with machines
- Deep cleaning toilets, baseboards, sinks, walls, appliances, and windows
- Cleaning and coating steel appliances, sink faucets to protect them and keep their shine
- Maintaining or restoring carpet using vacuums and/or carpet cleaners
- Restocking toiletries as well as desk, and break room essentials
- Removing trash
- Dusting
- Keeping janitor closet clean and organized as well as stocked
- Taking care of supplies (mops, brooms, janitor carts) needed to do the job
- Organizing out of place items

### **Telefundraiser see**

The Heritage Company - Jonesboro, AR  
May 2017 to September 2017

- Outgoing calls
- Account management
- Payment processing
- Using charisma and knowledge of organization to increase donations
- Telephone etiquette

### **Salesman**

Fenton Honda of Ardmore - Ardmore, OK  
April 2017 to May 2017

- Engage in conversation with customers indoor and outdoors
- Use charisma and sales techniques to close deals
- Report my productivity and leads to supervisor
- Time management
- Lead follow-up
- Maintaining presentable yet approachable appearance
- Knowledge of selling points and rebuttals for negative aspects
- Up-selling

### **Sales Associate**

Dollar General - Healdton, OK  
October 2016 to April 2017

- Unloading trucks
- Facing
- Conducted credit card transactions through POS System
- Up-sold customers
- Assisted with returns
- Responsible for store displays
- Stocked the floor
- Maintained a clean service environment
- Provided pleasant customer service
- Educated customers about products they were interested in
- Properly discounted products and replaced them in the correct shelves

## Education

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### **High school diploma or GED**

Paragould, AR

September 2014 to October 2014

## Skills

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- Account Management
- Upselling
- Phone Etiquette
- Custodial Experience
- Cold Calling
- Laundry
- POS
- Inside Sales
- Proofreading
- Cleaning Experience
- Negotiation
- Typing
- Retail Sales
- iOS
- Mac OS

## Assessments

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### **Workplace English — Highly Proficient**

February 2021

Understanding spoken and written English in work situations

Full results: [Highly Proficient](#)

### **Following directions — Expert**

February 2021

Following multi-step instructions

Full results: [Expert](#)

### **Customer focus & orientation — Highly Proficient**

February 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Attention to detail — Proficient**

February 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

### **Inside sales — Highly Proficient**

February 2021

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Highly Proficient](#)

### **Typing — Expert**

February 2021

Transcribing text using a standard keyboard

Full results: [Expert](#)

### **Proofreading — Familiar**

February 2021

Finding and correcting errors in written texts

Full results: [Familiar](#)

### **Administrative assistant/receptionist — Highly Proficient**

February 2021

Using basic scheduling and organizational skills in an office setting

Full results: [Highly Proficient](#)

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