


La Tanya Remè



OBJECTIVE

Enthusiastic and reliable professional with over 15 years of successful experience in a variety of roles with the most recent years focused on catering services and customer service. Recently relocated to Texas and seeking to leverage my past experiences, interpersonal skills, and proven ability to build client relationships by transitioning into a responsible career opportunity while making a significant contribution to the success of the company.

PROFESSIONAL SKILLS

Customer Service

10+ years of experience interfacing with customers frequently communicating with customers in-person, on the phone and through email.

Ability to handle customer complaints and/or unhappy customers using appropriate de-escalation techniques while maintaining a calm and professional attitude.

Adept at connecting with customers and building relationships which has led to referral business.

Project Management

Handle a variety of tasks from consulting with clients to developing and implementing a tailor-made, innovative solution to meet each client's specific needs.

Manage all scopes of a project from cradle to grave including contracts, budgets, assignment of tasks for each stakeholder /team member and keeping all concerned accountable so that project is completed efficiently and effectively within prescribed deadline

Organization

Review all aspects of projects and delegate responsibilities among the appropriate team members to meet the overall project objectives.

Use Excel to organize, record project details, costs, allotted budgets and keep track of project tasks to ensure assignments are completed within scope.

Leadership

Managed a team of three employees, assigning tasks based on the department's daily needs.

Created schedules and managed time sheets for subordinates.

As a CEO I made certain to make time to schedule meetings with all employees to give and receive feedback to help ensure that we all continue to provide excellent service and serve delicious freshly made food to our customers; providing an opportunity for us to grow as a team.

Facilitator for women in DOC/Jail- Reading the bible and answering questions, listening, giving kindness, and provide information for employment opportunities for those seeking.

TECHNICAL SKILLS

Microsoft Word

Excel

Google Suite

Outlook

Experience

Northern Illinois university | CATERING SUPERVISOR | DEKALB, IL.

December 2021-May 2022

Cater Breakfast/Lunch for maximum of 250 people daily.

Exceptional ability to deliver 100% of on-time meals daily.

Effectively manage the ordering of products/inventory/shipping/receiving

Accurately catalog inventory pricing/adjustments as necessary

Supervise three employees, disperse duties, stations, create schedules, time sheets

Create production sheets, produce menus, proven strong customer service skills

Interface with 10 to 250 guests

Proven ability to quickly determine solutions to complex issues on daily basis

Tanya's creations | OWNER | PLAINFIELD, IL.

2012 – PRESENT

Provide exceptional customer service from initial meeting to close out of events

Determine customer requirements and propose catering options.

Negotiate prices and prepare meticulous order forms.

Prepared meals from various cultures and for individuals with special dietary restrictions

Planned large events for 150-250 guests.

Exceptional delivery of catering services within budget and on time for all projects over the last nine years

Create/sign contracts to ensure all parties understand events' requirements

Effectively communicate with customers throughout the entire catering process from start to close of event which led to 80% of customers providing new leads.

General Mills | ASSEMBLY PACKER | MONTGOMERY IL.

February 2007– October 2016

Strategically operated packaged-food assembly line

Rated one of the top employees for meeting/exceeding daily quotas for eight consecutive years

Packaged/Processed food products

Shipped/Received food products

Interfaced daily with peers to ensure daily quotas were met

Identified quality issues in a timely manner

Implemented solution to resolve issues.

BOTTOMLESS BASKETS | ASSISTANT/ SEASONAL | AURORA, il

JUNe 2008– May 2022

Perform 20-40 outbound calls per day

Answer inquiries regarding basket packages and pricing

Process orders and perform payment transactions

Arrange/deliver baskets

Recognized by management and customers for implementing exceptional customer service.

Advocate MEDICAL GROUP | PATIENT SERVICE Representative | 1221 n highland AURORA, IL.
SUPERVISOR MEGHAN DENO-JAEGER- 630.264.8550.

august 2022– PRESENT

Create patient charts and appointments needed for patient's needs.

Documents patient information such as demographics, insurance information, patient contact, and highly important consent forms required by the hospital.

Communicates to clinical team, to help provide the best care to patients. Overall Comments

Question

Question

Teammate Strengths

Reflect on the Past

Provide comments on this teammate's strengths. This feedback should include specific examples of how this teammate has demonstrated strengths as it relates to job responsibilities, goals and demonstration of our behaviors. Refer back to the components of performance page for additional guidance.

Manager

Answer

Answer

Excels at serving patients.

Receives recognition from patients about friendliness and professionalism.

Voluntarily walks patients to their destinations rather than leaving them on their own.

Pleasantly greets, welcomes, and directs patients.

Possesses a detailed knowledge of PSR role and tasks.

Has trained in Lab, CT/MRI, Imaging Suites, Ortho, Spine, Pulmonary, Breast Health.

Volunteers and covers departments to support business needs.

Employee

Answer

Answer

Excellent customer service skills, Attention to detail and willing to learn all operations and departments

JJ N MeMe's Custom meals on Wheels LLC | OWNER | AURORA, IL,60506.

May 2024- present.

630 943-3345 remesculinarycreations51@yahoo.com

Feeding the Aurora community and surrounding cities.

Attended many city events hosted by the city of Aurora, IL. Including events located at the River Edge Park located downtown Aurora.

Provides food for those who are less fortunate and for those who may be experiencing homelessness.

Education

Waubonsee Community College-associate's degree

Additional Skills & Abilities

Life-learner

Attention to detail

Strong work ethic

Poised under pressure

Collaboration

Analytical

Activities and Interests

Facilitator: Incarcerated Women

Helping them navigate through release and getting back on track in life,

Jobs, addiction help, spiritual help, clothing, Prayer and just an ear so they don't feel alone and hopeless.