

Janee A. Rice

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SKILLS

- Communication
- Customer Service
- Upselling
- Teamwork and Collaboration
- Time Management
- Creativity

EXPERIENCE

Romero & Gray Electric Inc., 6001 Johns Road, STE. 227, Tampa, FL

Administrative Assistant

06/2022 - 08/2022

- Kept supplies in sufficient stock by assessing inventory levels and reporting lower stock items.
- Communicated effectively with customers to plan large or specialized orders, providing customers with recommendations, samples and response to particular requests.
- Logged payments and bills with no discrepancies.

Hot Topic Inc., Tampa, FL

Sales Associate

08/2021 - 10/2021

- Provided positive first impressions to welcome existing, new and potential customers.
- Helped customers locate products and checked store system for merchandise at other sites.
- Answered customer questions regarding sizing, accessories and proper care for merchandise.
- Engaged with customers to effectively build rapport and lasting relationships.
- Increased sales by offering advice on purchases and promoting additional products.

- Maintained customer satisfaction with quick and professional handling of product returns.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.

Busch Gardens Tampa Bay, Tampa FL

Food Service Ambassador

03/2021 - 08/2021

- Solved customer challenges by offering relevant products and services.
- Increased sales by offering advice on purchases and promoting additional products.
- Maintained customer satisfaction with quick and professional handling of product returns.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- Prepared large cash deposits with zero discrepancies.
- Received orders from customers and input into order management system.
- Sanitized tables, high chairs and drink fountain areas after customer use and periodically throughout day.
- Prepared food orders to support waitstaff and other team members.
- Distributed food during busy peak periods to drive customer satisfaction.
- Kept register accurate through correct billing, payment processing and cash management practices.
- Set up and prepared cooking supplies and workstations during opening and closing to maximize productivity.
- Kept supplies in sufficient stock by assessing inventory levels and reporting lower stock items.
- Communicated effectively with customers to plan large or specialized orders, providing customers with recommendations, samples and response to particular requests.

EDUCATION

Bethune-Cookman University, Daytona Beach, FL

Business Administration with a Concentration in Hospitality & Management Systems

Expected Date of Completion: 05/2026

Wharton High School, Tampa, FL – High School Diploma 08/2021 -

05/2022

LANGUAGES

French

