

Jahmiya Ashaki Taylor

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OBJECTIVE: Friendly, adept at working in diverse customer service environments. Organized and Motivated employee with skilled at providing exceptional service, accurately handling money and proficiently managing inventory to maximize customer satisfaction. Resourceful and driven professional. Over five years service experience of greeting and comforting customers with professionalism. I am also responsible for annotating daily performance reports to leadership. I acknowledged customer concerns, provided reliable information usually while directing traffic of my customers and employees. Utilizing my educational background, technical expertise, strong interpersonal skills, and excellent organizational abilities to provide an over all performance.

EMPLOYMENT HISTORY:

SeaWorld

Food Attendant / Cashier

02, 2020 - 10, 2020

10500 SeaWorld Dr, San Antonio, TX 78251

- Ensure collection and recording receipt of proper payment (cash, credit card transactions)
- Handle and record cash and credit card transactions under company and City procedures.
 - Take orders and serve customers using the point-of-sales system.
- Communicate food orders with cooks to ensure meals are cooked as ordered and are grouped by customers.
 - Assist with food preparation.
 - Ensure proper cleaning of checkout and dining area.
- Ensure beverage coolers and snacks are stocked properly and consistently throughout shift.
 - Prepare and serve alcoholic beverages.
- Maintain a working knowledge of beverages offered and how to prepare and serve them.
- Accurately answer customers' questions and provide information on food and beverage procedures, when needed.
- Maintain a memorized knowledge of the menu, prices, and ingredients; keep abreast of modifications as necessary.
 - Help with tournament set up and break down.

Whataburger

Team Member

10, 2020 - 12, 2021

8214 Marbach Rd, San Antonio, TX 78227

- Cheerfully serve customers delivering accurate orders on time.
- Prepared and delivered food products following quality standards for food preparation, handling, and food safety.
- Collaborated with the team to ensure that all shifts are covered, and communicate issues to the shift leader, supervisor, or store manager.
 - Operated Point of Sale cashiering system and handling payments
- Performed cleaning duties (washing dishes, sweeping, mopping, cleaning tables, etc.) maintaining cleanliness, sanitation, and safety of the work environment.
 - Presented a well-groomed, uniformed, and professional appearance.

Salon Suites

Hair Stylist Assistant

07, 2021 - 06, 2022

18403 Blanco Rd, San Antonio, TX 78258

- Helps clients decide their ideal haircut and hairstyle.
- Completed haircutting techniques, includes trims, layers, and texturizing.
- Performed hair-coloring methods, such as highlights, ombré, and balayage.
 - Styled hair, including blowouts, curls, braids, ponytails, and updos.
 - Upsell clients on products and services
 - Developed ongoing relationships with clients.
 - Kept a clean station and sanitizes all tools.
 - Followed all salon policies and procedures.

Aquatica

Lifeguard / Attraction Guard
06, 2022 - 10, 2022
10500 SeaWorld Dr, San Antonio, TX 78251

- Supervises swimming activities at the aquatic facility and ensures that policies, guidelines and safety procedures are followed.
- Warns swimmers of improper activities or dangerous and enforces pool regulations and water safety policies.
 - Administered first aid in case of injury, rescues swimmers in distress or danger of drowning , and administers CPR and/or artificial respiration, if necessary.
 - Evaluates conditions for safety and initiates aquatic emergency action plan as needed.
 - Inspected pool facilities, equipment, and water to ensure that they are safe and usable.
- Supervises and helps in cleaning the pool and related facilities and equipment, helps with chlorine residual water tests and with records and charts of water tests and record of accidents, and add chemicals to water as directed.
 - Instructs or assist classes in fundamentals of swimming as needed
- Resolves scheduling conflicts to ensure safe pool environment when competing programs/priority is requires use of aquatic facilities.

Amazon Fulfillment Center
Learning Ambassador / Amazon Associate
04, 2023 – 06, 2024
6806 Cal Turner Dr, San Antonio, TX 78220

- Worked with process assistant and managers to determine appropriate levels of support for entry level associate
 - Collaborated with process help and floor managers to monitor progress of tier one associate and adjust instructional strategies to meet specific needs more efficiently.
- Created, collected, and recorded data on associate progress to determine next steps for students' success.
 - Offered feedback to other providers to effectively address associates needs.
 - Created and implemented new training initiatives such as online modules, interactive software, language labs and online programs, assuring continuous training to employees to promote long-term excellence.
- Verified proper tracking in newly created databases of all associates and instructor's leaves, attendance, scores and overall performance.
 - Liaison between executives and entry levels workers, facilitating smooth communication and successfully achieving quality work flow.
 - Readied product pallets for best storage and shipment, carefully organizing boxes and balancing weight.
- Managed product staging to efficiently transfers items between receiving, storage and shipping location.
 - Inspected incoming and outgoing shipments to verify accuracy and prevent errors.
- Use handheld devices and computers to record and watch inventory levels and completed audits to uncover and address inaccuracies.
- Processed incoming shipments upon package receipt by scanning boxes and envelopes and using AIM to update system.
 - Worked safely around moving machinery.

QuikTrip
Assistant Manager
06, 2024 – 08, 2024
8850 Culebra Rd, San Antonio, TX 78251

- Assisted in overseeing daily store operations for a high-volume convenience store, ensuring compliance with QuikTrip standards for customer service, food safety, cleanliness, and merchandising
- Supervised, trained, coached, and motivated store employees to support peak performance during all shifts, including overnight and high-traffic periods
- Provided exceptional customer service by resolving customer concerns quickly and professionally, reinforcing QuikTrip's reputation for fast and friendly service
- Supported hiring, onboarding, and ongoing training of new employees, ensuring proper procedures, policies, and safety standards were followed
- Managed cash handling responsibilities including register audits, safe counts, deposits, and loss prevention measures to ensure financial accuracy
 - Helped in inventory management, including ordering, stocking, rotating products, and minimizing waste and shrink
- Ensured compliance with health, safety, and food service regulations, including kitchen operations and sanitation standards
 - Collaborated with Store Manager to meet sales goals, control labor costs, and improve overall store performance
- Maintained store appearance by enforcing cleanliness standards across sales floor, restrooms, food prep areas, and exterior grounds
 - Acted as Manager on Duty when required, making operational decisions and handling escalated issues independently.

Fischer's Neighborhood Market

Sales Associate

08, 2024 – 05, 2025

24354 Wilderness Oak, San Antonio, TX 78258

- Provided friendly, attentive customer service by assisting shoppers with product selection, pricing, and store inquiries
- Operated point-of-sale (POS) systems accurately, handling cash, credit, and debit transactions while maintaining a balanced drawer
- Stocked shelves, rotated products, and checked expiration dates to ensure freshness and compliance with food safety standards
 - Maintained clean, organized sales floors, aisles, and checkout areas to enhance the customer shopping experience
 - Helped with receiving deliveries, unloading merchandise, and properly storing inventory in backroom and sales areas
- Supported inventory control by monitoring stock levels, reporting shortages, and minimizing loss through proper handling procedures
 - Helped customers with returns, exchanges, and special requests under company policies
 - Collaborated with team members and management to ensure smooth daily operations during peak business hours
 - Followed all safety, sanitation, and company guidelines to support a safe environment for customers and staff
- Demonstrated reliability and flexibility by working varied shifts, including weekends, holidays, and high-traffic periods

Amazon Fulfillment Center

Amazon Associate

05, 2025 - 08, 2025

6806 Cal Turner Dr, San Antonio, TX 78220

- Performed fast-paced warehouse operations including picking, packing, stowing, and shipping customer orders with a general level of accuracy
- Met and consistently worked toward productivity, quality, and safety performance metrics in a high-volume fulfillment environment
 - Operated warehouse equipment such as pallet jacks, carts, scanners, and conveyor systems under safety guidelines
 - Used handheld scanners and internal systems to track inventory, process orders, and ensure right order fulfillment
 - Inspected products for damage or defects and ensured proper packaging to prevent shipping errors
 - Maintained a clean, organized, and safe work area in compliance with Amazon safety standards and procedures
- Followed standard operating procedures (SOPs) and adapted quickly to workflow changes and shifting operational demands
 - Worked effectively both independently and as part of a team to meet daily shipping deadlines
 - Supported cross-training across multiple departments to improve flexibility and operational efficiency
- Demonstrated reliability through consistent attendance, punctuality, and willingness to work overtime or peak season shifts

Twin Peaks

Host/ Server

08, 2025 - Present

12790 I-10, San Antonio, TX 78230

- Greeted guests promptly and professionally, managing seating arrangements to ensure efficient table flow and an exceptional dining experience
 - Presented menus, explained specials, and answered questions regarding food, beverages, and promotions
- Took right food and drink orders and delivered items in a timely manner while maintaining quality and presentation standards
- Provided attentive table service by checking in with guests, refilling beverages, and addressing concerns or requests quickly
 - Collaborated with kitchen and bar staff to ensure smooth service during high-volume periods
 - Maintained cleanliness and organization of dining areas, service stations, and host stands
 - Processed guest payments accurately using POS systems, including cash and card transactions
- Followed all food safety, alcohol service, and sanitation guidelines in compliance with company policies
 - Assisted with opening and closing duties, including side work and restocking supplies
- Delivered a positive, welcoming atmosphere that encouraged repeat business and guest satisfaction

Amazon Locker & Retail

10, 2025 - Present

Customer Returns Associate

18403 Blanco Rd, San Antonio, Texas 78258

- Assisted customers with Amazon returns and pickups using Amazon Locker and in-store retail systems
 - Verified customer information, scanned items, and processed returns accurately and efficiently
 - Provided clear instructions and support to customers using self-service lockers or return kiosks

- Inspected returned items for condition and proper packaging before processing
- Maintained organization and security of returned merchandise and locker areas
- Delivered friendly, solution-focused customer service in a fast-paced retail environment
- Followed Amazon procedures for data privacy, loss prevention, and customer verification
- Coordinated with fulfillment and logistics teams to ensure timely handling of returned items
- Maintained a clean, professional retail space that reflected Amazon service standards
- Demonstrated adaptability by handling high customer volume during peak return periods

SKILLS:

Time management (5+ years), Microsoft (5+ years), Customer Service (5+ years), Food Service (5+ years), Teamwork, Detail Oriented, Leadership, Problem solving, Adaptability, Compliance, Organized Skills (5+ years) Computer Skills (5 years) Cash Handling (5 years) Marketing (3 years) Social Media Marketing (5+ years)

SKILLS:

Accurate money handling, Payment processing, Time management skills, Multi-tasking ability, Computer proficiency, Friendly demeanor, Marketing skills, Creative problem solver, Exceptional communication skills, MS Windows proficient, Quick learner, People-oriented, Project management skills

EDUCATION:

San Antonio College
 Associates of Psychology
 08, 2022- 10, 2026
John Jay High School
 08, 2019 to 06, 2022