

**(972)- 897-8145**  
**Janyece.karyl@icloud.com**



**Janyece Hamilton**

Hard-working, full-time college student with a 4.0 GPA. Proven knowledge of customer service and community service. Always passionate and motivated to leverage my abilities to successfully fill any role or position presented. I can be relied upon to provide superior service to help achieve goals. Enthusiastic and ambitious with wide-range skills. Exceptional ability to connect with people and understand their wants, needs, and expectations and delivering legendary service on every interaction.

## EXPERIENCE

### **T. Alexandria, Cedar Hill, Tx — House Nanny**

September 2020 - December 2020

- Overnight sitting
- Cleaning
- Cooking
- Transporting
- Monitoring rent payments
- Tutoring

### **Brooke of Life, Cedar Hill, Tx — Aftercare Teacher**

Feb 2020 - March 2020

- Assist in preparing food and serving refreshments to children.
- Observe and monitor children's activities!
- Maintain a safe play and learning environment.
- Establish lesson plans for the teaching of children.
- Volunteer campus clean up.
- Assist with parent inquiries.
- Operate overdue payments and balances.
- Support children's social and emotional development

### **Bed Bath and Beyond, Cedar Hill, Tx — Customer Service Representative and Cashier**

September 2020 - February 2020

- Resolve customers service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Assist customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
- Maintain a safe appropriate front end.
- Calculate funds from a full day of business.
- Display great customer service and respect to employees and customers.
- Merchandise product
- Clean front end after a full day of business

### **Starchies Cleaners, Cedar Hill, Tx — Store Associate**

January 2019 - August 2019

- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Manage front and back store.
- Lock up after closing.
- Count funds after business day
- Solicit sales of new or additional services or products.
- Recommend improvements in products and service to prevent future problems.
- Control payments via phone

## SKILLS

- Customer Service
- Community Service
- Leadership
- Creativity
- Teamwork
- Mathematics
- Public Presenting
- Listening
- Organizational
- Public Speaking

## AWARDS

- **Magna Cum Laude Graduate - 2020**
- **Top 10% of class - 2020**
- **4.0 Scholar Dean's list- 2021**
- **Alpha Lambda Delta Honors Society- 2021**

**Newman International Academy, Cedar Hill, Tx — *Office Assistant***

August 2018 - May 2019

- Perform payroll functions, such as maintaining timekeeping information and processing and submitting payroll.
- Deliver necessary documents to the respected recipient.
- Make copies of correspondence printed material.
- Greet visitors or callers.

**EDUCATION**

**Philander Smith College, Little Rock, Arkansas— Student**

August 2020 - Present

- Full time college student majoring in Social Work