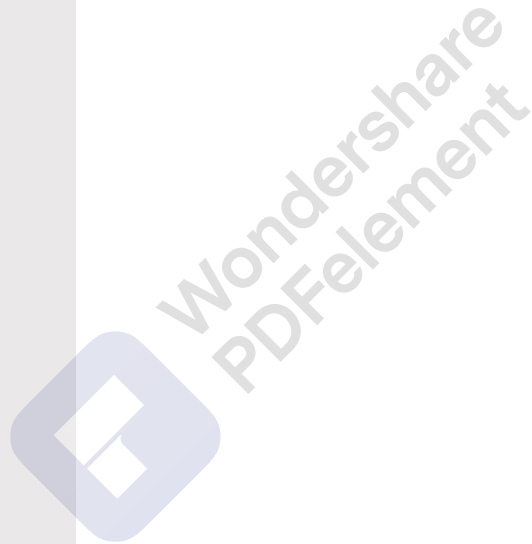




# PROMISE OGUIBE





## CONTACT

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## EDUCATION

### Thomas Nelson Community College

08/2019 – 12/2021

Major – computer science

GPA – 3.6

### Old Dominion University

01/2022 – current (present)

Major – computer science

## WORK EXPERIENCE

### Subway

#### Team member (kitchen/sandwich artist/ cashier)

08/28/2019–12/10/2019

- Played the role of a cashier
- Made sandwiches, salads, pizza for customers
- Prepped food in the kitchen
- Washed dishes and cleaned front lobby (include sweeping and mopping floor and wiping tables and seats)

### Chick fil A Team leader

12/14/2019 – 09/10/2021

While working at Chick fil A, I started off as a team member. I worked very efficiently and was promoted to a crew leader and then a team leader in such a small amount of time. I loved my job and worked with passion. Some of my responsibilities were:

- Maintained relationships with customers by actively listening to their complaints and fulfilling their needs to the industry leading standards of Chick-fil-A
- Played the role of a cashier
- Help lead my team through service, guidance, and support.
- I engaged and solved customer concerns and issues
- Supervised team member shifts and duties
- Monitored the quantitative and qualitative achievements of the team and reports results to the general manager.

### Target Service Advocate/Checkout Advocate

09/12/2021– current/present

Most of my responsibilities as a checkout advocate were:

- Welcome guest into self-checkout and provide assistance as needed.
- Scan and bag all guest items efficiently, neatly and in compliance with food safety standards and company best practices.
- Work efficiently to minimize guest wait time while maintaining guest service and accuracy.

As a service advocate:

- Create a welcoming experience by authentically greeting every guest.
- Attempt every return and follow register prompts, be empowered to make it right for the guest while following Target policies and procedures.
- Deliver easy and seamless service to all Order Pick Up, Drive Up, Registry, and Photo guests.
- Maintain a clean, clutter free work area.

## SKILLS

- 1 – Attention to detail while multi-tasking
- 2 – Work both independently and with team
- 3 – Strong project/time management skills
- 4 – Effective communication skills



- 5 – Accurately handle cash register operations and cash transactions
- 6 – Ability to communicate and interact with guest to build an inclusive guest experience
- 7 – Ability to adapt to different guest interactions and situations
- 8 – Experience promoting and selling various benefits, offerings and services.
- 9 – Maintaining a positive attitude throughout any situation

