

Katie Lee

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Work Experience

Front of House Team Member

Chick Fila Restaurants-
Asheboro, NC

November 2022-Present

Job Duties

Perform monetary
transactions on
register when needed.

Refill customer drinks

Take orders on register
and ipad when required.

Take customer payments
on Cash Cart.

Bring customers food to
their vehicles outside
when needed.

Processing Assistant III

Randolph County Social Services - Asheboro, NC

July 2015 to March 2022

(Previous Job Duties)

Research Clients in NC Fast to determine correct medical coverage

Assign client applications to workers in Excel Spreadsheet logs according to needs.

Order Food and Nutrition Cards for Clients

Log all returned medicaid cards and mail out cards to customers with forwarding addresses.

Print off SSI Termination Reports every Monday and assign expartes to each worker
according to prior reports.

Assign expartes daily to workers from supervisor email

Print off FRR BEER Reports when ready and distribute to medical and food and nutrition
payment workers.

Print off Program Integrity Reports Daily

(Current Job Duties)

Perform Background Checks on clients for Child Protective Services and Foster Care
Services Daily

Cashier

Hobby Lobby - Asheboro, NC

November 2014 to July 2015

Answered questions about store policies and concerns to support positive customer experiences. Operated cash register to record all transactions accurately and efficiently. Promoted customer loyalty and consistent sales by delivering friendly service and knowledgeable assistance.

Replenished sales floor merchandise and organized shelves, racks and bins for optimal appearance. Operated cash register for cash, check and credit card transactions with accuracy. Assisted customers by answering questions and fulfilling requests.

Operations Scanner

Community 1 Bank - Asheboro, NC

January 2009 to April 2014

Asheboro, NC

Inputted settings onto scanner computer screen by manipulating mouse or typing from keyboard. Followed security and privacy policies, standards and guidelines to protect informational assets of company and customers.

Scanned, filed and transmitted various documents and adhered to digital filing procedures.

Maintained document archive and file server of approved documents and drawings to provide easy traceability and retrievability.

Scan all deposit related documents for financial institution for following accounts: CD, IRA, safe deposit box, wire transfer, checking and savings accounts.

Returned bad checks back to fed for reasons such as NSF, stop payment, uncollected funds, refer to maker etc.

Verified all signatures on checks over \$25,000.

Verified all signatures on checks that required two signatures. Trained on signature card verification duties.

Trained on safe deposit box desk duties.

Places holds on all accounts with insufficient addresses. Mailed out customer letters verifying correct address changes.

Answered customer and teller calls pertaining to customer account information.

Gift Shop Cashier

NC Zoo - Asheboro, NC

August 2008 to November 2008

Operated cash register to record all transactions accurately and efficiently. Reconciled cash drawer at start and end of each shift, accounting for errors and resolving discrepancies.

Assisted customers by answering questions and fulfilling requests. Maintain cleanliness of store.

Education

Associate's degree in Library Science

Central Carolina Community College - Sanford, NC

August 2018 to Present

Associate's degree in Transfer

Randolph Community College - Asheboro, NC

January 2016 to May 2016

High School Diploma in High School Studies

Southwestern Randolph High School - Asheboro, NC

August 2004 to June 2008

Skills

- Microsoft Office
- Data entry
- Customer service
- Child Protective Services

Certifications and Licenses

Certificate in Library Basics

This is a certificate in Library Basics from Central Carolina Community College

Assessments

Customer focus & orientation – Proficient

May 2021

Responding to customer situations with sensitivity Full results: [Proficient](#)

Administrative assistant/receptionist – Proficient

May 2021

Using basic scheduling and organizational skills in an office setting
Full results: [Proficient](#)

Work style: Reliability – Highly Proficient

December 2021

Tendency to be reliable, dependable, and act with integrity at work
Full results: [Highly Proficient](#)

Cooking skills: Basic food preparation – Proficient

December 2021

Preparing food, using cooking equipment, and converting ingredient measurements Full results: [Proficient](#)

Working with MS Word documents – Completed

May 2021

