

# Tatiana Thompson

Montgomery, AL 36117

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Authorized to work in the US for any employer

## Work Experience

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### **Optical Lab Technician**

Eyemart Express-Montgomery, AL

July 2024 to Present

- Read optical prescriptions and work orders
- Cut, grind, edge, and polish lenses the appropriate equipment
- Mount lenses into frames accurately
- Inspect completed lenses for flaws and accuracy
- Maintain and clean lab tools and machines to ensure proper function
- Operate lab equipment such as edgers, lensometers, blockers, and tracer
- Verify lens prescription using a lensometer or similar devices
- Coordinate with optometrists, opticians, or customer service staff
- Communicate any prescription issues or frame/lens concerns

### **Office Assistant**

Troy University-Troy, AL

September 2023 to January 2025

- Assist the Troy University basketball coach
- Keep documents organized
- Convert documents to correct format
- Make phone calls to schools, restaurants, hotels, etc.
- schedule recordings for games and practices

### **Customer Service Representative**

Foundever-Montgomery, AL

March 2024 to May 2024

- Assist customers with financial needs
- Work efficiently and effectively to solve customers problems
- Answer phone calls relating to customers concerns
- Explain billing information to customer
- Handle financial issues carefully for the customer

### **Front Desk Receptionist**

Planet Fitness-Troy, AL

July 2023 to October 2023

- Greet members upon entry
- Explain both memberships to prospective customers

- Explain billing information when customers sign up
- Answer phone calls regarding any topic
- Kept a clean gym every day
- Make sure member are using equipment correctly
- Take cash and card payments

### **Team Member**

Chick-fil-A Restaurants-Troy, AL  
March 2022 to January 2023

- Greet guest upon entry into restaurant
- Take customers orders at front counter and drive thru
- Recommend menu items to customers
- Take cash and card payments
- Kept a clean and organized dining room

### **Hostess**

Texas Roadhouse-Valdosta, GA  
June 2019 to October 2019

- Greet guest upon entry into the restaurant
- Engage in conversation with guest
- Answer phone calls
- Make an organized waitlist
- Escort guests to their table
- Inform other hostesses where to place guest

## Education

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### **Bachelor's degree in Broadcast Journalism**

Troy University-Troy, AL  
August 2021 to Present

## Skills

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- Restaurant experience
- Food handling
- Word processing
- Customer service
- Microsoft Powerpoint
- Insurance verification
- Computer skills
- Communication skills
- Cash handling
- Hospitality
- Front desk

- Microsoft Outlook
- Cash register
- Marketing
- Google Docs
- Microsoft Word
- Organizational skills
- Computer literacy