

FRANCIS THOMPSON

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Wilmington, NC 28401
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Professional Summary

I have committed myself to being a responsible role model for my peers and my family. I am a diligent, detailed oriented, quick learner, who is seeking a position where I am able to work and do my best job. I am seeking full time employment that is suited to my skills, talent and experience. My goal is to find a job in an environment where hard work will be rewarded.

Highlights

- Strong team focus
- Motivated team player
- Safe food handling
- Drive to learn
- Outgoing personality
- Commitment to exceptional customer service
- Hard working and reliable
- Clean and professional appearance
- Critical Thinker

Experience

Customer Service Associate
Krispy Kreme

2020-Present

- Complying with all safety and sanitation standards
- Practicing clean as you go techniques to maintain a clean work area
- Operating doughnut-making equipment and following the company's product standards identified in the Product Specialist Employee Training Manual
- Storing doughnuts properly
- Restocking for next shift
- Walking the line to monitor all production functions & product quality
- Working with management and key staff to improve performance
- Assisting retail operations as needed, following the guidelines identified in the Sales Specialist Employee Processing Training Manual
- Cross training for other essential store function duties as needed
- Displaying excellent customer service skills to promote store atmosphere

Appendage Filming Crew Driver
EUE/Screen Gems Studios

August 2022

- Adhere to all proper safety and administrative policies and procedures
- Operate and maintain vans, trucks and state bed trucks

- Ensure timely and reliable delivery of motion picture cameras, stage lightening and other motion picture equipment
- Assisting production team members with loading and unloading equipment
Ability to work against and meet strict deadlines
- navigate city and arrive at destination in a timely manner
- Adhere to all proper safety and administrative policies and procedures

Rebar Manufacturer

2020-2022

Coastal Millwork – Wilmington, NC

- Handled multiple responsibilities for the cutting and bending of reinforced steel and the safe loading and unloading of construction materials including:
- Utilized manual and/or automated machinery, read bar lists and bar tags, and operate and troubleshoot fabrication equipment
- Ensured that construction supplies are loaded and unloaded safely, whether by forklift or by hand
- Fabricated work piece as determined by work order specifications, including retrieving the correct materials and performing various fabrication duties
- Examined work piece visually, by touch, or using tape rule, calipers, or gauges to ensure product meets desired standards
- Packaged for shipping, including the installation of protective devices, such as bracing, padding, or strapping, to prevent shifting or damage to items being transported
- Maintained the condition of the work area
- Operated a forklift and/or truck-mounted forklift safely and competently
- Assisted in warehouse activities and shipping, receiving responsibilities as assigned
- Loaded and unloaded trucks with forklift
- Delivered to specific locations
- Safely lifted and managed up to 80 lbs. of product

Customer Service Associate

2014-2018

Taco Bell – Durham, NC

- Performing preparation duties such as rinsing, peeling, slicing and dicing fruit and vegetables.
- Weighing and measuring ingredients.
- Wrapping, date-labeling and storing food items.
- Cleaning and organizing work areas, equipment, utensils and service station.
- Following established recipes to prepare menu items.
- Following guidelines to ensure correct serving temperatures and adequate portion control.
- Serving customers in fast, efficient and friendly manner.
- Providing customers with information regarding food ingredients, availability and pricing.
- Escalating customer concerns and complaints to management.
- Assisting customers to pay for products.
- Complying with relevant safety, hygiene and service standards and procedures.

Education

St. Augustine College - Raleigh, NC
Studied Business, 2007-2008

High School Diploma
New Hanover High School – Wilmington, NC