

Ashley Shoulders

Custodian - Grand Valley State University

Holland, MI 49423

horses_forever_free@yahoo.com

6168369476

Work Experience

Custodian

Grand Valley State University - Allendale, MI

January 2017 to Present

- Sanitize and clean services
- Vacuum
- Set ups/ Tear down knowledge of EMS
- Floor care
- Restroom care

Childcare Provider

Self employed - Holland, MI

October 2012 to January 2017

- Supervised two children under age 10
- Instructing children in everyday task such as homework, organize toy in their personal space.
- Keep records on individual children, including daily observations and information about activities, meals served, and medications administered.

Dietary aide

Tendercare of Holland - Holland, MI

January 2011 to September 2012

- Prepare a major meal, following recipes and determining group food quantities.
- Perform general custodial task such as sanitation and stocking
- Tearing down and resetting the dining rooms
- Achieved excellent customer service and adapted to the situation

Cashier

Windmill Island - Holland, MI

May 2010 to October 2010

- Answer customers' questions, and provide information on procedures or policies.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Opened and closed the facility
- Accurately assessed inventory

Maintenance/ Grounds

Nelis Dutch village - Holland, MI

April 2006 to October 2008

Odd and end jobs
Maintaining the grounds. (weeding, mowing,etc)
Trash removal

Education

Associate in Business Management

Eastern Gateway Community College
October 2019 to Present

High school or equivalent

Grand Rapids Community college
2010 to 2011

Allegan Public School
2010

Skills

- housekeeping
- cleaning
- Cash Handling
- Maintenance
- Painting

Certifications and Licenses

driver's license

Assessments

Customer Focus & Orientation — Highly Proficient

June 2019

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

Reliability — Highly Proficient

April 2019

Measures a candidate's tendency to be dependable and come to work.
Full results: [Highly Proficient](#)

Customer Focus & Orientation — Proficient

May 2020

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

Data Entry: Accuracy — Expert

March 2020

Entering data quickly and accurately

Full results: [Expert](#)

Recruiting — Proficient

September 2020

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Call Center Customer Service — Highly Proficient

September 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Cognitive Ability — Proficient

April 2019

Measures a candidate's ability to combine pieces of information to form general rules or conclusions.

Full results: [Proficient](#)

Customer Service — Proficient

September 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

- Proficient with money handling and cash registers
- Exceptional customer service
- Excellent computer knowledge
- Accurate in providing information
- Multi-task
- Organization
- Public Speaking