

SHANNAH LINKER

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PROFESSIONAL SUMMARY

Energetic and enthusiastic self-proclaimed geek with over ten years' experience of learning how things work, and developing methods to make them better.

SKILLS

- Self-starter
- Fast learner
- Works well under pressure
- Flexible schedule
- Skilled multi-tasker
- Detail-oriented
- Excellent communication skills
- Analytical and critical thinker
- Team player
- Familiar with MMO products
- Conversant in Japanese and Spanish
- Culturally-sensitive
- CPR/First Aid certified
- Licensed HAM radio operator

WORK HISTORY

09/2014 to Current

Food Service Worker

Disneyland Resort, California – Anaheim, CA

- Consistently provided friendly guest service and heartfelt hospitality.
- Promptly and empathetically handled guest concerns and complaints.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Assembled food orders while maintaining appropriate portion control.
- Prepared specialty foods such as pizzas and sandwiches, following specific methods that required quick prep time.
- Communicated openly and honestly with the management team during each shift to ensure it ran smoothly.

09/2011 to 12/2014

Tutor

UCLA Department of Philosophy – Los Angeles, CA

- Taught introductory and advanced content and strategy for Symbolic Logic.
- Developed and delivered engaging explanations of content to undergraduate students.
- Administered midterm and final examinations.
- Pointed students to relevant information about academic and personal support services available at the college.

09/2012 to 02/2013

Faculty Support

UCLA School of Law – Los Angeles, CA

- Entered numerical data into databases in a timely and accurate manner.
- Organized forms, made photocopies, filed records and prepared correspondence and reports.
- Directed guests and routed deliveries and courier services.
- Assisted senior recruiting staff with career fairs and recruiting events.

09/2010 to 01/2011

Barista

Coffee Bean and Tea Leaf – Los Angeles, CA

- Memorized recipes for multiple specialty coffee beverages and seasonal offerings.
- Maintained and operated espresso machines, blenders, commercial coffee brewers, coffee pots and other equipment.
- Prioritized drink requests while managing interruptions.

05/2005 to 09/2010

Administrative Assistant

Linker Systems, INC – Irvine, CA

- Answered and managed incoming and outgoing calls while recording accurate messages.
- Opened and properly distributed incoming mail.
- Helped distribute employee notices and mail around the office.
- Maintained a clean reception area, including lounge and associated areas.
- Assisted with event planning, including associated travel and logistical arrangements.
- Completed data entry, tracked resumes and maintained the applicant tracking system.

EDUCATION

2014

Bachelor of Arts: Philosophy with a concentration in Logic, and a minor in Theater
University of California, Los Angeles - Los Angeles, CA

ACCOMPLISHMENTS

- Recipient of the Girl Scout Gold Award
- Two-time California state Powerlifting champion
- Multiple-time recipient of customer service recognitions
- Raised and trained a service dog