Adriana Shannon

Cincinnati, OH 45237
Artyhist1620@gmail.com
+1 513 226 1740

Authorized to work in the US for any employer

Work Experience

Litigation Services Specialist

Epiq - Cincinnati, OH
October 2022 to Present

• Courier services for client including delivery, pick-ups, and court filings
• File invoice for courier services completed monthly for paid reimbursement
• Monthly records keeping of completed services
• Train and delegate tasks to team members
• Mentor team members and foster sportsmanship
• Collaborate with Lead Service Specialist to complete services for Client
• Perform OCR, Bates Labeling, Redaction, and similar production tasks for Client’s litigation/paralegal team
• Perform copying and scanning services for client
• Ensure accurate tracking, monitoring and recording of all charges, overtime, and logs throughout shift
• Answer telephone inquiries from client
• Operate Switchboard for client when necessary
• Mailroom Services

Service Specialist

Epiq - Cincinnati, OH
June 2021 to October 2022

• Courier services for client including delivery, pick-ups, and court filings
• File invoice for courier services completed monthly for paid reimbursement
• Monthly records keeping of completed services
• Ensure accurate tracking, monitoring and recording of all charges, overtime, logs and entries throughout shift
• Answer telephone inquiries, loading/unloading parcels, delivering of parcels, copying, binding, and faxing and guest requests
• Mailroom Services

Team Member

Panera Bread - Cincinnati, OH
December 2020 to May 2021

• Process customer orders at P.O.S register.
• Take customer’s order in person or over the phone
• Prepare customer orders
• Food Prep.

• Catering Lead; deliver catering orders
• Maintain cleanliness of restaurant

Waitress/Hostess/Busser

Gyu-Kaku Japanese BBQ - Kenwood, OH
August 2020 to December 2020

• Greet customers.
• Place customer orders and serve them throughout their visit to restaurant.
• Cash Handling/ P.O.S. Systems

• Collecting used plates from customer’s tables while they dine in (pre busser).

• Help maintain the cleanliness of the restaurant with team members (Coved 19 sanitation and daily maintenance)

Assistant Manager

Domino's - Cincinnati, OH
November 2019 to August 2020

• Train new employees when needed.
• Handle and resolve customer complaints.
• Open/close restaurant, and verify all transactions daily.
• Prepare or cook food items when needed.
• Secure restaurant nightly (key holder).
• Adhere to all store procedures and policies.
• Educate customers about product options to maximize their experience.
• Stock new inventory.
• Clean shelves, tables, and counters.
• Work with my team to achieve daily objectives/tasks.

Team Member

Domino's - Cincinnati, OH
March 2019 to November 2019

• Assist customers in person placing orders.
• Prepare carry out and deliver orders.
• Food prep.
• Work with team to achieve daily goals set by management.
• Work with a team to maintain the cleanliness of the restaurant.

Shift manager

Hot Head Burritos - Cincinnati, OH
January 2018 to January 2019

• Manage Cash Till/P.O.S system
• Prepare or cook food items when needed.
• Secure restaurant nightly (key holder).
• Accurately complete P.O.S transactions.
• Adhere to all store retail procedures and policies.
• Educate customers about product options to maximize their experience.
• Stock new inventory.

• Clean shelves, tables, and counters.
• Work with team to achieve daily objectives/tasks.
• Train new teammates when needed.
• Delegate task to teammates.
• Resolve customer complaints.
• Open/close restaurant, and verify all transactions daily.

Team Member

Hot Head Burritos - Cincinnati, OH
August 2017 to January 2018

• Manage Cash Till/P.O.S system.
• Prepare or cook food items when needed.
• Secure restaurant nightly.
• Accurately complete P.O.S transactions.
• Adhere to all store retail procedures and policies.
• Educate customers about product options to maximize their experience.
• Stock new inventory.
• Clean shelves, tables, and counters.
• Work with my team to achieve daily objectives/tasks.

Education

High school in High School

Walnut Hills High School - Cincinnati, OH
August 2013 to May 2016

High school diploma or GED

Skills

• Customer Service (5 years)
• CSR (5 years)
• Writing Skills (5 years)
• Communications (5 years)
• Organizational Skills (5 years)
• Assistant Manager Experience (1 year)
• POS (5 years)
• Restaurant Experience (5 years)
• Supervising Experience (3 years)
• Cash handling (5 years)
• Microsoft Word (5 years)
• Adobe Flash (5 years)
• Adobe Acrobat (2 years)
• Windows (5 years)

- Microsoft Excel (5 years)
- Microsoft Office (5 years)
- Typing
- Office experience
- Administrative experience
- Shift Management
- Courier

Assessments

Customer service — Proficient

May 2021

Identifying and resolving common customer issues
Full results: Proficient

Work motivation — Proficient

April 2020

Level of motivation and discipline applied toward work
Full results: Proficient

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