

Alexus Eliasia Cook

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EXPERIENCE

Sonic Drive In, Clinton, SC — Assistant Manager

Feb 2020 - PRESENT

Train, schedule and manage employees in daily tasks. Develop good customer relationships and address customer service needs. Anticipate guest needs, handle customer concerns and complaints.

Sonic Drive In, Clinton, SC — Carhop

APRIL 2015 - FEB 2020

Considered the first impression of the restaurant and ensuring that guests are treated in a friendly and polite manner using proper customer service etiquette.

Western Carolina University UP Program, Cullowhee, NC — Paid Support

AUG 2018 - MAY 2019

Aided students with diverse learning disabilities in daily life activities, helped them to accomplish predetermined goals including completing behavior surveys, participating and contributing in individual PCP meetings. Administered SPED lessons to individual students to help develop necessary life and relationship skills to use outside of college.

Aramark at Western Carolina University, Cullowhee, NC — Student Service Worker

AUG 2017- MAR 2018

Preparing and/or building food items while providing customer service and adhering to food safety, food handling, and sanitation procedures.

EDUCATION

Western Carolina University, Cullowhee, NC — Bachelor's

AUG 2016 - DEC 2019

BSBA Business Management

Western Carolina University, Cullowhee, NC — Bachelor's

AUG 2016 - DEC 2019

BSBA Business Marketing

SKILLS

Customer Service/
Satisfaction

Teamwork

Microsoft Office

Leadership

Conflict Resolution

CERTIFICATIONS

Crowd Management

ServSafe

VOLUNTEER WORK

Mountain Heritage Day
Festival: Gate Greeter

Western Carolina
University, UP Program:
Class Support

Alpha Phi Alpha,
Domestic Abuse Care
Package Drive:
Co-Organizer

Alpha Gamma Delta,
Food Drive & Cook-Off:
Coach & Coordinator

PROJECTS

WCU Management 404
Capstone: Business
Consulting with Jack the
Dipper

WCU Marketing 465
Capstone: Marketing
Analysis for Walt Disney
& Avon Products

WCU Management 495
International Business:
Business Plan for
Impossible Burger