

Name: Aalycia Ferrell (**PCT**)

Entering Professional

City/State: Fort Worth, TX

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PROFILE/SKILLS SUMMARY

Motivated professional seeking to build a career in the service industry, with a focus on nonprofit and healthcare organizations. Demonstrates strong interpersonal and communication skills in fast-paced environments. Adaptable to becoming a PCT nurse for CNA, Phlebotomy, and EKG. Experienced in customer service, cash handling, teamwork, and organization. Committed to continuous learning and contributing effectively to organizational goals. I used to help my parents with their health.

EXPERIENCE SUMMARY

With over four years of valuable experience working in fast-paced retail and food service environments, developing a strong ability to communicate effectively with diverse customers and team members, ensuring positive and respectful interactions. My background demonstrates consistent organizational skills, attention to detail, and a commitment to helping patients.

Heim BBQ Restaurant, Fort Worth – Cashier

June 2, 2025 – July 29, 2025

- Deliver exceptional customer service by communicating respectfully and attentively, ensuring customer satisfaction and positive dining experiences.
- Accurately take customer orders both in person and over the phone, demonstrating strong multitasking and communication skills.
- Efficiently serve food orders in a timely manner, maintaining quality standards and fostering a welcoming atmosphere.
- Maintain cleanliness and hygiene by regularly wiping down counters, tables, and dining areas, contributing to a safe and pleasant environment.
- Perform precise cash handling duties, including counting the register, processing payments, and balancing cash drawers to ensure financial accuracy.
- Collaborate proactively with team members by offering assistance whenever needed, supporting smooth daily operations and enhancing teamwork.

Marco's Pizza, Fort Worth – Insider (Pizza Maker)

July 2023 – Present

- Delivered excellent customer service by communicating respectfully and attentively, ensuring customer satisfaction and fostering a positive dining experience.
- Prepared high-quality pizzas efficiently while adhering to food safety and quality standards, demonstrating strong attention to detail and consistency.

- Collaborated closely with team members to streamline kitchen operations, promote a cooperative work environment, and meet demanding service timelines.
- Organized and maintained kitchen tools, ingredients, and supplies to ensure smooth workflow, minimize downtime, and uphold cleanliness standards.
- Proactively identified and fulfilled customers' needs, addressing inquiries and special requests to enhance overall satisfaction.
- Maintained a clean and sanitary work environment throughout all shifts by following established protocols, contributing to health and safety compliance.
- Operated the cash register accurately for in-store transactions, handling payments and balancing the register to ensure financial integrity.

Ridglea West Animal Hospital, Fort Worth – Kennel Assistant

May 2022 – April 2023

- Provided compassionate daily care for a variety of animals, ensuring their comfort, safety, and well-being while maintaining an organized and efficient kennel environment.
- Assisted veterinarians and medical staff promptly during urgent situations, facilitating immediate care for pets and offering support to pet owners during critical moments.
- Delivered thorough bathing and grooming services tailored to individual animal needs, promoting health and hygiene standards.
- Maintained cleanliness and sanitation by rigorously cleaning all indoor and outdoor kennel areas, adhering to strict health and safety protocols to minimize risks of infection.
- Demonstrated strong multitasking abilities by balancing animal care duties with kennel maintenance, contributing to smooth hospital operations and enhancing overall animal welfare.

BoxLunch, Fort Worth – Cashier

June 2022 – August 2022 (Temporary Summer Job)

- Engaged customers proactively by clearly communicating current promotions and deals on clothing and accessories, enhancing sales opportunities and customer awareness.
- Ensured an exceptional shopping experience by providing attentive, personalized service that anticipated and met customer needs in a friendly and welcoming manner.
- Advised customers thoughtfully on product quality and suitability, helping them make informed purchasing decisions that increased customer satisfaction and loyalty.
- Demonstrated strong interpersonal skills by treating every customer with respect, kindness, and patience, fostering a positive and inclusive environment.
- Maintained a professional demeanor during busy periods, balancing efficient checkout processes with personalized customer interactions to uphold store standards.

Chick-Fil-A, Fort Worth – Front House Associate
December 2021 – May 2022

- Delivered outstanding customer service by warmly greeting guests, accurately taking orders, and efficiently delivering food to vehicles, ensuring a seamless and pleasant dining experience.
- Maintained high standards of cleanliness and hygiene throughout the restaurant by routinely wiping down tables, disinfecting restrooms, and mopping floors, contributing to a safe and welcoming environment.
- Managed inventory organization and restocked supplies proactively, supporting smooth restaurant operations and preventing shortages during peak hours.
- Fostered a positive and collaborative team atmosphere by actively communicating with coworkers, supporting morale, and working together to meet daily goals and maintain operational excellence.

Little Caesars Pizza, Fort Worth – Cashier
February 2020 – December 2021

- Delivered friendly and efficient customer service by effectively communicating affordable meal options, assisting with order accuracy, and promptly delivering orders to customers' vehicles, ensuring customer satisfaction.
- Operated cash registers with precision, ensuring proper opening and closing procedures were followed to maintain accurate financial records and minimize discrepancies.
- Organized and coordinated customer orders by name and payment method, streamlining the order fulfillment process and reducing wait times.
- Safeguarded cash and sensitive financial information by securely handling money in cash drawers and safe deposit boxes, adhering to company policies and security protocols.
- Completed thorough closing procedures, including cleaning, restocking, and securing the restaurant, to ensure a safe and efficient environment for the next business day.

EDUCATION/CERTIFICATION

Arlington Heights High School, Fort Worth
High School Diploma, GPA: 3.78
August 2020 – June 2024
Stone Academy PCT 12 Dec 01 2025-Mar 12 2026

Graduated with a strong academic record, maintaining a GPA of 3.78, which reflects consistent dedication, discipline, and a commitment to excellence throughout high school. Successfully balanced rigorous coursework while actively participating in extracurricular activities and part-time employment,

demonstrating effective time management and a strong work ethic. Prepared to leverage this solid educational foundation as a stepping stone toward building a professional career in the service industry, particularly within healthcare organizations. Certifications from Stone Academy are CNA, Phlebotomy ,EKG, and PCT.