

Ornella Mouketou

mouketou.ornella@gmail.com | (227) 772-6274 | Washington , DC

SUMMARY

Results-driven professional with experience in leadership, customer service, peer support, and security operations. Skilled in managing high-volume environments, resolving conflicts, and providing individualized support to diverse populations. Demonstrated ability to coordinate services, maintain accurate documentation, and ensure compliance with policies and procedures. Known for strong communication skills, crisis management abilities, and a commitment to safety, accountability, and positive customer and client experiences.

WORK EXPERIENCE

Food Lion	
Lead Cashier & Front-End Support	Jan 2026 - Present
- Manage front-end operations by coordinating cashier workflows, resolving escalated customer concerns, and ensuring efficient checkout processes during high-volume periods. - Train and guide new cashiers on POS systems, company policies, and customer service standards, improving accuracy, speed, and overall team performance. - Monitor cash handling procedures, balance registers, and complete end-of-day reconciliations to maintain financial accuracy and minimize discrepancies. - Deliver exceptional customer service by addressing inquiries, handling returns and exchanges, and creating a positive shopping experience that supports customer satisfaction and retention.	
United Links Security Services	Washington D.C
Special Police Officer	Nov 2025 - Dec 2025
- Protected personnel, property, and assets by enforcing site-specific regulations, maintaining a visible security presence, and ensuring a safe and controlled environment. - Conducted routine armed and unarmed patrols, monitored surveillance systems, and performed access control procedures to prevent unauthorized entry and mitigate potential security risks. - Responded effectively to incidents and high-stress situations, de-escalating conflicts, addressing safety concerns, and coordinating with emergency services when necessary. - Documented and prepared detailed incident and activity reports, ensuring accuracy, compliance, and proper communication of security events to management and stakeholders.	
Washington DC Department of Corrections	Washington, DC
Peer Support Navigator	Aug 2023 - Sep 2025
- Provided individualized support to individuals at various stages of their recovery journey, offering mentorship, advocacy, and guidance to promote stability, accountability, and successful community reintegration. - Conducted comprehensive needs assessments and developed service plans that evolved into self-directed Recovery Plans, empowering individuals to take ownership of their goals and long-term recovery outcomes. - Connected clients to essential community resources, including housing, behavioral health services, medical care, employment programs, and social supports to ensure continuity of care post-release. - Maintained detailed, confidential case documentation, progress notes, and referral records in compliance with departmental policies and regulatory standards.	
United Planning Organization	Washington, DC
Peer Support & Recovery Specialist – Certified	Jan 2020 - Aug 2023
- Facilitated individualized and group peer-led recovery sessions, guiding clients through challenges, reinforcing evidence-based coping strategies, and promoting personal accountability, resilience, and long-term recovery success. - Advocated for clients within healthcare, mental health, and social service systems by coordinating access to behavioral health services, housing assistance, employment programs, and other community resources, ensuring comprehensive support and continuity of care. - Monitored and assessed client progress by evaluating recovery milestones, updating and refining self-directed Recovery Plans, and providing targeted feedback to strengthen goal achievement and personal empowerment.	
CVS Pharmacy	Washington, DC
Customer Service Cashier	Nov 2016 - Jul 2019
- Processed customer transactions accurately and efficiently, handling payments, returns, and exchanges while ensuring compliance with company cash-handling procedures. - Assisted customers with inquiries and product information, resolving issues promptly to maintain satisfaction and foster loyalty. - Maintained organized and clean checkout areas, monitored inventory levels, and restocked merchandise to support smooth store operations. - Collaborated with team members and management to optimize workflow, address operational challenges, and uphold high standards of service in a fast-paced environment.	

EDUCATION

Northern Virginia Community College	Arlington, VA
Technical Certificate Of Completion, Information Technology	Jan 2015
McKinley Technology High School	Washington, DC
High School Diploma , Biotechnology	Jun 2010

CERTIFICATIONS

Certified Peer Specialist	Sep 2019
CompTIA A+	

SKILLS

Customer Service • Front-End Operations • Team Leadership • Cash Handling • Register Reconciliation • Conflict Resolution • Escalation Management • Incident Reporting • Access Control • Surveillance Monitoring • Crisis Intervention • De-escalation Techniques • Case Management • Peer Mentorship • Recovery Planning • Community Resource Coordination • Client Advocacy • Needs Assessment • Behavioral Support • Documentation Management • Compliance Adherence • Workshop Facilitation • Training & Development • Inventory Management • POS Systems • Multitasking • Communication Skills • Problem Solving • Organizational Skills • Technical Support Basics