

COSTUMER SERVICES

Summary

Costumer representative with background as sandwich artist and security looking to join a growing entrepreneurial organization as part of the Executive team.

Skills

- Operations management
- Financial records and processing
- Quick learner
- Client-focused
- Computer proficient
- Active listening skills
- Telephone inquiries specialist
- Cash handling accuracy
- Superior communication skills
- Top sales performer
- Customer service expert
- Strong communication skills
- Superior organization skills
- Store maintenance ability
- Energetic work attitude
- Adaptive team player
- Cheerful and energetic
- Telecommunication skills

Experience

Costumer Services , 02/2018 to Current Company Name i¼ City , State

- Answered customer questions and took orders.
- Assisted customers with finding solutions to their complaints, concerns and inquiries.
- Recommended, selected and helped locate merchandise based on customer needs and desires.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Built customer confidence by actively listening to their concerns and giving appropriate feedback.
- Extended customer subscriptions, offering discounts and promotions to ensure high customer retention rates.
- Confirmed that appropriate changes were made to resolve customers' problems.

Sandwich Artist , 01/2017 to 02/2018 Company Name i¼ City , State

- Executed all daily tasks and assisted other team members when needed.
- Prepared food items, including sandwiches and other products to meet customer specifications.
- Assisted customers, including answering questions and preparing orders.
- Organized food preparation stations and replenished supplies as needed.
- Delivered superior customer service focused on quality and meeting customer needs in a timely manner.
- Cleaned and maintained all food preparation stations.
- Trained Sandwich Artists to apply attention to detail and commitment to quality.
- Communicated with customer to provide menu offering details and assist with decision-making.
- Proofed dough products and baked breads, cookies and other bakery products.
- Handled and bagged groceries carefully and according to customer preference.
- Stocked, priced, front-faced and rotated merchandise.
- Monitored the freshness and condition of prepared foods.
- Routinely cleaned table liners, table settings, glassware, windowsills, carpets, counters, floors, storage areas and service refrigerators.

Security Guard , 05/2015 to 01/2016 Company Name i¼ City , State

- Maintained order, responded to emergencies and enforced federal and local laws.
- Communicated with supervisors regarding any issues that occurred while on duty.
- Immediately reported fires, accidents and other safety hazards.
- Enforced all building rules and regulations in government facilities.
- Protected federal employees and their property by monitoring all access to government-owned and leased properties.
- Detained individuals when necessary to prevent security breaches.
- Patrolled the premises regularly to ensure safety of employees and visitors.
- Patrolled buildings, facilities and perimeter areas to prevent damage to property.

Florist helper / Delivery driver , 02/2011 to 03/2011 Company Name i¼ City , State

- Communicated information to customers about product quality, value and style.
- Consulted with customers on the latest styles and trends.
- Communicated merchandise needs and issues to appropriate supervisors in a timely fashion.
- Kept the showroom clean and maintained neat, orderly product displays.
- Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.
- Worked as a team member performing cashier duties, product assistance and cleaning.
- Stocked and rotated inventory regularly.
- Resolved customer complaints and adjusted orders.
- Selected the most efficient routes in compliance with delivery instructions and fuel policy.
- Inspected and maintained gas, oil and water levels as well as tires, lights and brakes.
- Loaded and unloaded merchandise at stores and vendor locations.
- Processed payments by accepting cash, checks and credit card payments.
- Served as the company's only bilingual Spanish/English customer service representative.

Seasonal Field Worker , 05/2006 to 08/2006 Company Name i¼ City , State

- Seasonal migrant worker that would return every summer till 2012
- Mowed and edged lawns and flowerbeds using shovel and hula hoe.

- Operated motorized vehicles and equipment such as tractors, and trailers .
- Mixed and sprayed fertilizers, herbicides and insecticides onto grass, shrubs and trees.
- Installed rock gardens, ponds and irrigation systems in accordance with client specifications.
- Planted seeds, bulbs, ground covers and trees.
- Arranged shrubs, trees and flowers to create particular landscape effects.

Education and Training

High School Diploma : 2012 Psja Early College High School 1/4 City , State

- Ranked in Top 15% of class
- 4.0 GPA
- Student council Member
- Future Farmers of America member
- Journalism editor
- Secretary for FFA
- Secretary for student council
- Migrant student

Texas A&M International University 1/4 City , State

- Major in criminal justice
- Minor in business administration
- Expected Graduation date December 2020

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Community Service

- Volunteer WBCA 2012, 2013, 2014 and 2017
- Volunteer Food bank 2013
- Volunteer Habitat for humanity 2012, 2013
- Volunteer Farmers Market 2014
- Volunteer softball games 2015, 2016

Languages

Spanish

English

Skills

- Cash handling
- Careful and active listener
- Multi-tasking
- Strong public speaker
- Professional and friendly