

# CECILIA CASTILLO

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Service-oriented individual with positive demeanor looking to leverage excellent communication, time management, organizational and people skills in a position with a dynamic company engaged in the community.

## EXPERIENCE

7/2020 - CURRENT

### **Retail Store Manager**

#### **CalDeals Furniture & Mattress**

- Retail Sales
- Trained, supervised, and scheduled sales associates & delivery drivers
- Maintained standards of organization of both merchandise and non-merchandise items
- Responsible for ordering all customer special orders and store inventory
- Managed the flow of inventory
- Day to day contact for customer issues
- Met sales and profitability goals
- Advanced Understanding of Google Docs, Sheets, Forms, Calendar, Gmail & QuickBooks

6/2017 - 7/2020

### **Site Manager**

#### **46 East Self Storage**

- Responsible for all rental contracts, marketing, occupancy, and delinquency management of the facility
- Assessed and resolved all customer issues
- Converting telephone and walk-in inquiries into rentals
- Hired, trained, and managed assistant manager and maintenance employees
- Kept the facility rented at optimum levels by effectively utilizing customer relation skills
- Programs used: Gmail, Excel, Word & Sitelink

6/2006 - 7/2016

### **Office Manager**

#### **Brite N' Clean Janitorial Services**

- Customer service and sales
- Financial reports, quotes and invoicing
- Accounts receivable and payable
- Scheduling
- Purchasing supplies and equipment
- Programs used: Microsoft Word, Excel and QuickBooks