

Manuel Castaneda

Contact

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Education

Fullerton College

Majoring: **Computer Information Systems**

Pursuing: CompTia A+

Skills and tools

- Customer Service
- Office 365
- Microsoft applications
- Computer hardware
- IOS
- Leadership
- Organization
- Troubleshooting
- Excellent Communication
- Self-starter
- Problem solving

About Me

Native in Spanish and English
Built my own Computer

Interests:

Gaming

Personal Development

Python

Music

Experience

BJs Restaurant | Server

Jan. 2017 – June 2020 | Brea, CA

- Provided exceptional customer service in a very fast-paced environment
- Ability to keep track of multiple tasks and ability to answer customers questions effectively
- Cultivated customer loyalty by building relationships and improving sales
- Familiarity with designed POS system
- Maintained up to date knowledge of items
- Assisted customers with technical issues via app
- Provide thorough resolutions for customers

BJs Restaurant | Finished Specialist

Jun 2018 – June 2020 | Brea, CA

- Assisted in restaurant unique customer tasting programs
- Team leader
- Provided training for multiple team members on operations and safety
- Consistently worked with team to meet deadlines
- Troubleshooting and restoring service equipment problems
- Maintaining productions quality

Disneyland Park | Wine Ambassador

May 2016 – Jan. 2017 | Anaheim, CA

- Assisted customers by listening closely to their preferences and offering a solution
- Assisting numerous customers' independently in a fast-paced environment
- Document and manage inventory
- Communicating via telephone with other team members
- Provided answers to frequently asked questions