

# Michael Anthony Tapia

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## OBJECTIVE

Seeking employment utilizing experience in Large Retail, Customer Service, and Commercial work environments.

## EDUCATION

**Bell High School**, Bell, CA  
Diploma, 2012

**California State University Long Beach**, Long Beach, CA  
Microbiology Student, 2012- 2017

## EXPERIENCE

**Freelance** Los Angeles Area 12/19-Present

Software App. Instructor

Provide Software Applications Instruction to adult students. Maintain daily logs of interaction of student and course material to state specification and specification of client needs. Test English capabilities and provide ESL instruction. Supplement Lesson Plans and Evaluate student progress with progress reports and exams.

**Liberty Utilities** Downey 8/2018-3/2019

Field Service Operator I

Routinely collect AMR readings and iTron readings of water meters, handle customer service issues, disconnect/reconnect customer water service lines, maintain field equipment and vehicles, dig up meters and meter boxes, collect water samples, change meters, communicate effectively in a team based environment

**Collaboration Solutions Inc.** Santa Fe Springs 5/17- 3/18

Installer/Driver

Install audio and video hardware in a professional and timely manner, deliver large audio and video equipment, troubleshoot audio and visual hardware, prepare projects, install and update computer software, maintain inventory lists, prepare packages for delivery

**US 5 Soccer Center** Norwalk

Cafe Associate 7/16-3/17

Prepare espresso, customer service, prepare crepes, connect equipment, wash dishes, train new cafe staff

**Sixt Rent A Car** Los Angeles 10/14-03/16  
[www.sixt.com/](http://www.sixt.com/)

Fleet Management

Assist in management of regional fleet for 5 branches, delegate tasks and instruct third party contractors, daily assessment of upselling, follow up on lost or stolen vehicles, resolve customer service issues with invoicing, receive vehicles from dealerships, tow, or service shops, train new service staff, supervise sales and return service agents

**Sixt Rent A Car** Los Angeles 09/14-10/14  
[www.sixt.com/](http://www.sixt.com/)

Return Agent

Greeting customers, inspect vehicles for damage, fill out damage reports, organize parking facility

**85 Degree Cafe and Bakery** Cerritos

12/13-08/14

Barista

Prepare espresso, lattes, smoothies, and teas; take customer orders, maintain a clean bar area, close and replenish stock, communicate with backup for tea and boba, receive shipments from warehouse, take inventory of stock, maintain cake display, maintain bread display, clean customer areas, train bar associates

**Sears Holding Corporation** Santa Monica

7/12-3/13

Consultative Sales Associate

Organize and maintain electronics sales floor, communicate with delivery teams to facilitate customer orders, Provide superior customer experience with repeat business from customers

### **SKILLS**

Power Tools, Microsoft Office, PC Repair and Diagnostics, Inventory, Spanish, Licensed Driver

### **REFERENCES**

Available upon request.