

# Brittanie Reyes-Castillo

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## SKILLS

- Office Excel Expert
- Garda Experience (deposits)
- Highly Organized
- Skilled Multi-tasker
- Managing Office C
- Team Oriented Leader
- Professional Phone Etiquette
- Administrative Assistant
- Staff Development
- Project/Data Management
- Conflict Resolution
- 43 WPM

## EXPERIENCE

### **The Container Store - Visual Merchandiser and Sales**

NOVEMBER 2020 - PRESENT

- Customer Specialist
- Greet and assist customers upon entering the store
- Sustain a clean and comfortable environment for customers and team members
- Inform customers of on-going sales and promotional items
- Responding to telephone inquiries by providing quality service to customers and associates
- Promote new accounts and maintained a strong, growing customer base
- Ever-expanding product knowledge
- Successfully assisted customers with product selections and purchases
- Contributed to daily sales goals
- Multi-tasked between cashier and sales floor associate
- Processed POS transactions; including cash and credit purchases, or refunds
- Set-up and displayed product merchandise on sales floor
- Organized shelves to preserve store visual appeal
- Creating customer appointments for custom designs
- Escorting customers to designers for their appointment

### **Chipotle - Assistant Manager**

MAY 2018 - MAY 2020

- Started as a crew member (May 2018), then promoted to Cashier (July 2018), Food Prep (August 2018), Grill (December 2018), Kitchen Manager (February 2019), Service Manager (December 2019).
- Compile recipe ingredients and prepared for cooks by washing, cutting or measuring food items.
- Cook batches of food according to standard recipes.
- Deliver in-depth training to workers in safety regulations, food preparation/cooking procedures and customer-facing roles to promote strong team performance.
- Motivate staff to perform at peak efficiency and quality.
- Cash drawer and bank deposit maintenance.
- Knowledge of proper cash handling procedures.
- Promoted new and seasonal items and apps to gain product sales
- Shift management; delegating tasks, ensuring company and safety policies are complied with, and dealing with no-shows
- Inventory auditor; ensuring items are stocked and counted. In order to order items to meet weekly demand.
- Office organization.
- Store cleanliness, and maintenance.

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## **Nevada School of Massage Therapy - *Student Therapist/Student Aide***

MARCH 2015 - OCTOBER 2015

- Assessed client needs and developed treatment plans.
- Documented therapeutic goals and client progress.
- Enhanced practice efficiency by completing basic administrative tasks such as answering calls, scheduling appointments and arranging files.
- Restocked supplies, cleaned common surfaces and replaced linens between appointments.
- Tutored students individually and in small groups to reinforce learning concepts.
- Performed administrative activities such as taking attendance, grading assignments and maintaining student records.
- Organized classroom materials to help teachers prepare for daily instruction and activities.
- Managed classroom in teachers absence.

## **EDUCATION**

### **Nevada School of Massage Therapy - *Graduate***

MARCH 2015 - OCTOBER 2015

- Earned Massage Therapy certificate; Student Aide for two professors.

### **Silverado High School - *Graduate***

AUGUST 2009 - JUNE 2013

- Earned High School diploma; Student Aide for one teacher.