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| **Miguel Cortes**  310 W Edinger Ave Santa Ana, CA  mcortes2893@gmail.com  (714) 512-0135 |

**Objective**

Dedicated and hardworking individual, seeking to gain solid experience. Current goals are to attend community college and complete general education, after transfer or go into dedicated job. Highly motivated student with experience in customer service skills, cashier skills, care giving and hospitality and machinery.

**Qualifications**

* Demonstrates good communication skills and able to easily interact with others while creating good relationships and connections with others
* Reliable working independently, as well as in a team. Open and quick to learn new skills when needed
* Easy to identify problems and resolve problems with available resources
* Bilingual in English and Spanish
* Demonstrate creativity and good judgment, ability to explain thoughts clearly
* Proficient computer literacy developed through work experience

**Experience**

Stock Clerk: Cla-Val Costa Mesa, CA

January 2018 – Current

* Maintaining supplies and verifying inventory.
* Taking customer documentation to determine items required for order pulling.
* Sorting merchandise.
* Aiding in processing orders.
* Shipping and Receiving

File Clerk: Advantage Resourcing Santa Ana, CA

November 2016 – January 2018

* Sorting incoming loan documents by loan number
* Filing back the documents in a large file room warehouse environment
* Copying and scanning documents
* Pulling requested files from shelves for shipment back to clients
* Auditing files for accuracy
* Data entry
* Move boxes to different locations

Forklift Operator: Triumph Embee Division Santa Ana, CA

February 2015 – November 2016

* Experience in operating forklifts and pallet jacks.
* Current forklift operation license.
* Experienced in picking, packing and moving merchandise safely.
* In depth knowledge of common plant structure, layouts and its functionality.

Direct Care Vocational Facilitator: Progressive Community & Vocational Services Costa Mesa, CA

September 2014 – February 2015

* Responsible for assisting consumers with their participation in work, vocational and leisure activities.
* Deliver reinforcement, praise, and encouragement for each consumer throughout the day.
* Drive and assist to any consumer need while also providing them with encouragement and tend to any problem or need if it shall arise.
* Training and guiding new staff

Cashier Service Clerk: Smart and Final Costa Mesa, CA

May 2014 – January 2015

* Greet customers entering establishment. Attentive to any customer requests.
* Count money in cash drawers at the beginning of shift to ensure that amounts are correct and that there is adequate change.
* Establish and identify prices of goods, while also providing customers with the best deals they could possibly achieve using memory or scanner.
* Respond to customer complaints and resolve issues as well as processing exchanges and refunds.
* Weigh items and determine prices are the same while marinating knowledge of store inventory and sales activities.

**Education**

Orange Coast College 2013 – 2014

Santa Ana College 2011 – 2012

Saddleback High School High School Diploma June 2011