Randy Ta

ratatat510@gmail.com | (510) 544-9691 | San Leandro, CA

# EDUCATION & CERTIFICATIONS

# California State University East Bay Graduation Date: December 2021

Bachelor of Arts in Sociology

## SUMMARY OF QUALIFICATIONS

Effective team member with comprehensive technical and interpersonal skills. Record of punctuality in any role previously undertaken. Passion in social issues, current events, and developing interpersonal relationships.

Analytical, motivated, and articulate.

**✓ WPM 60 ✓ Customer Service ✓ OSHA 30**

**✓ Microsoft Office ✓ Patient ✓ Computer Knowledge**

**WORK EXPERIENCE**

## Fallas Stores, San Leandro 2021 *Customer Service / Sales Associate*

* Assist customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.
* Check to ensure that appropriate changes were made to resolve customers' problems.
* Maintain clean and orderly checkout areas and complete other general cleaning duties, such as sweeping floors and emptying trash cans.

## Amazon Fresh, San Leandro 2021 *Fresh Associate*

* Communicate with customers regarding their order through an app.
* Used smartphone to manage apps and scan bar codes.

## Delivery Works, Fremont 2021 *Customer Service / Courier*

* Interact with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

## Amazon, Newark 2019 - 2021 *Warehouse Associate*

* Pack and sort items to be stocked on postal pallets in warehouse.
* Ability to work independently / with little supervision.
* Lift, carry, push, pull or move objects up to 50 pounds.

**PERSONAL ACTIVITIES**

## San Leandro Public Library 2017 *Computer Lab Tutor*

* Main responsibility was to answer questions related to basic computer skills, finding information on the internet, and email.
* Assist with Microsoft Word and Microsoft Office Suite applications.

## 