

Daniel Anaya

Whittier, CA 90604

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(562) 204-9447

Work Experience

Customer Service and Sales Representative

The Home Depot - Whittier, CA

August 2019 to Present

- Educated customers on product features and technical details to highlight benefits.
- Built and maintained knowledge of evolving product and service offerings to promote additional sales to existing customers.
- Listened to customer needs to identify and recommend optimal Product and Service selections.
- Reset store displays for special events and seasonal merchandise changes.
- Maintained well-stocked and organized sales floor with the latest merchandise to drive sustained sales revenue.
- Provided every customer with comprehensive assistance upon entering store through merchandise selection and completion of purchases.
- Received "The Homer Award" award in 2020 for delivering exemplary service while driving strategic business initiatives.

Warehouse Worker

LGM Co - El Monte, CA

July 2018 to November 2018

- Navigated powered lift trucks safely to move items throughout warehouse and reduce injury risk.
- Packed and labeled merchandise to prepare for loading and shipment to customers.
- Logged unit quantities and entered data within inventory database to facilitate records maintenance.
- Identified defective, incorrect or missing merchandise and promptly reported to supervisor.

Backroom Associate and Customer Service

Target - Whittier, CA

October 2017 to January 2018

- Efficiently organized overstock product and maintained accurate inventory.
- Received deliveries, scanned packages and updated orders in internal database to enable efficient order processing and fulfillment.
- Carried out duties within fast-paced retail environment, providing organized stocking methods and plans.
- Prepared inventory for shipment by attaching tags and labels and executing shipment documents to facilitate delivery to proper customers.
- Operated forklift to elevate or place merchandise in appropriate areas.
- Identified customer needs to deliver relevant product solutions and promotions and meet target budgets.

DJ Sound and Lighting Assistant

Elite Stage and Lighting - Whittier, CA

May 2014 to August 2015

- Conducted proper set-up of lights, implementing necessary changes during production in addition to running cables.
- Managed day-to-day AV operations, supervising equipment removal and return.
- Transported and installed equipment for live events, including weddings and concerts.
- Built strong rapport with customers to foster confidence in company consumer relations.

Cashier and Stockroom

La Serna High School - Whittier, CA

September 2012 to June 2014

- Assisted in loading and unloading merchandise from delivery trucks for quick processing and stocking.
- Carried out duties within fast-paced retail environment, providing organized stocking methods and plans.
- Operated cash register, collected payments and provided accurate change.

Education

Some College in Mechanical Engineering

Brigham Young University Idaho - Rexburg, ID

January 2018 to Present

GED

La Serna High School - Whittier, CA

September 2011 to June 2015

Skills

- Customer Service
- Initiative-taking
- Fluent in Spanish (Bi-Lingual)
- Public Speaking
- Teamwork
- Adaptive Learner
- Leadership Skills
- AutoCAD
- Microsoft Office
- Written Communication
- Processing Payments
- Merchandising
- SolidWorks

Languages

- Spanish - Fluent
- English - Fluent

Awards

Eagle Scout: Troop 872

2015

- Organized and oversaw the creation of Personal Health and Emergency Kits for the homeless population of the city of Whittier, through the organization "Whittier First Day".

President's Education Award

2015

- Awarder for demonstrating unusual commitment to learning in academics despite various obstacles, achieving a minimum of a 3.5 GPA, achieving high scores or showing outstanding growth, improvement, commitment or intellectual development in particular subjects, such as English, math, science, etc., and demonstrating achievement in the arts such as music or theater.

The "Homer" Award

2020

- Awarded for Exceptional Customer Service

Certifications and Licenses

Forklift Certification