

# Crystal Gonzalez

Rialto, CA

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Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Producer's Assistant**

PureVoice Productions - Riverside, CA - November 2014 to Present

#### Responsibilities

Assisting in appointment scheduling/time management, arranging day to day tasks as required.

Telephone customer service and assisting producer in project management as required.

Wardrobe, casting, editing, writing, scheduling.

#### Skills Used

Customer service(telephone and in person), bilingual business coordination with clients and producer as necessary, attention to detail, creative design, time/resource management, presentation.

### **Insurance Agent**

American Income Life - Ontario, CA - June 2014 to Present

Licensed Life, Accident and Health (Current)

#### Responsibilities

Working with union and non-union members in customer service, telephone and in person sales presentation.

Marketing, scheduling appointments and taking care of current clientele while expanding customer base.

Perform management and training details such as field training and telemarketing.

#### Skills Used

Customer service

Telemarketing

Public speaking/Presentation

Management/Team Leading

Time Management

Resource Management

Office Administration/Management

Interpersonal Skills/Rapport

### **Assistant Manager**

California Theatre of the Performing Arts - San Bernardino, CA - June 2014 to Present

#### Responsibilities

Front-of-house presentation and hosting, responsible for greeting guests, ushering as necessary, assisting producers/theater staff with tasks as required and training new ushers/staff in theater responsibilities. Much experience with emergency situations and severe customer problem resolution.

#### Accomplishments

Over a dozen theatrical released shows, several film and media productions with many going on to film festivals and mass release.

#### Skills Used

Administration/office skills, In person/telephone customer service, costume/wardrobe, attention to detail in assisting guests in their problem resolution.

### **Sales Associate**

dd's Discounts ( a Division of Ross Stores) - Rialto, CA - June 2015 to September 2015

#### Responsibilities

Greeted and assisted customers with inquiries, performed day to day tasks such as tagging clothes, stocking and inventory.

#### Skills Used

Customer Service

Interpersonal Skills

Resolving Customer Conflicts

Efficiency and Attention to Detail

### **Bilingual Telemarketing Representative**

Political Campaign - Riverside, CA - October 2014 to December 2014

#### Responsibilities

Telephone presentation/campaign telemarketing for Center for Community Action-Environmental Justice.

#### Accomplishments

Presented serious political issues in upcoming ballots to thousands of citizens, informing of issues and answering in detail all inquiries.

#### Skills Used

Bilingual telemarketing, interpersonal communication, superior customer service/phone skills.

### **Sound Designer**

California State University - Los Angeles, CA - August 2014 to December 2014

#### Responsibilities

Performed foley, background sound design, creative design, and maintained sound board/systems control for the project.

## **EDUCATION**

### **Bachelor's in Media Studies**

California State University-Los Angeles - Los Angeles, CA

2009 to 2014

## **SKILLS**

Customer Service (3 years), Sales (2 years), Management (2 years), Spanish (10+ years), Telephone Skills (6 years), Adobe Photoshop (2 years), Computer Skills (7 years), Type 55 WPM (4 years), General Office Skills (4 years)

CERTIFICATIONS

**Life and Health Insurance License**

June 2015