

Jacob Santora

10326 Oporto Way

Bakersfield, CA 93306

jacobsantora@yahoo.com

(661)-599-7391

Authorized to work in the US for any employer

Work Experience

Guest Advocate/Technology Department

Target - Bakersfield, CA

July 2021 to Present

Advocates of guest experience who welcome, thank, and exceed guest service expectations by focusing on guest interaction and recovery. Advocates of both physical and digital services and solutions who are knowledgeable about capabilities and features that drive adoption, usage, and ultimately guest loyalty. Empowered to make shopping effortless and seamless for guests at the checkout lanes, guest services, gift registry, pick-up, and drive-up.

Service Champion/Cashier

Taco Bell - Bakersfield, CA

September 2020 to July 2021

Provided friendly, professional, and accurate service to customers as well as teammates and managers. Key responsibilities include greeting customers in the restaurant or drive-thru, taking and ringing up orders, handling payment, and thanking customers while maintaining a clean, safe work and dining environment.

Education

Associate in Science (AS) in Computer Science

Bakersfield College - Bakersfield, CA

June 2020 to Present

High School Diploma

Highland High School - Bakersfield, CA

August 2019 to May 2020

High School Diploma

Tehachapi High School - Tehachapi, CA

August 2016 to June 2019

Skills

- Hardworking and confident anytime on the job.

- Problem Solving and Critical Thinking when problems arise that need immediate and best solutions.
- Computer Skills (Hardware and some Software) (3 years)
- Self-Reliant and Trustworthy when given tasks to complete.
- Good Use of Communication and Understanding when talking with co-workers and to the customers.
- Willing to be a part and relying on a good team.

Awards

Occidental Petroleum Scholarship

May 2021

The Occidental Petroleum Scholarship is awarded to a full-time (12 units or more) returning BC student with a STEM or STEM-related major.

Certifications and Licenses

Driver's License

March 2019 to December 2022

Driver's License for Class C Vehicles.

Assessments

Teamwork: Interpersonal Skills — Familiar

March 2020

Resolving disputes, solving team problems, and understanding nonverbal cues.

Full results: [Familiar](#)

Numerical Reasoning Skills — Highly Proficient

May 2020

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Highly Proficient

May 2020

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.