

# LAISHA RINCON

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## EDUCATION

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<b>Sam Houston State University</b>	Bachelor of Business Administration, Management Information Systems
<b>Lone Star College</b>	Associates of Arts

## EXPERIENCE

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<b>Cantel - Mediator Assembler</b> ; Conroe, TX	September 2020 – February 2021
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- Collaborated with cross-functional team to assemble individual components into finished products, resulting in a 25% increase in productivity and a defect rate reduction of 20% through efficient teamwork and process improvements
- Contributed to a fast-paced production line, consistently producing an average of 450 high-quality products per hour through effective time management and efficient work processes
- Demonstrated versatility and adaptability by rotating through all necessary tasks within a complex production process, gaining comprehensive knowledge and experience to support smooth and efficient operations
- Maintained a clean and organized work environment by consistently performing routine cleaning tasks, such as shoveling, sweeping, and ensuring all areas were free of debris and obstacles.
- Demonstrated a commitment to maintaining strict hygiene and sanitary standards by consistently adhering to established protocols, including hand washing, wearing protective clothing and accessories, such as gowns, hairnets, booties, and gloves.

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<b>Lone Star College. - Bookstore Clerk</b> ; Conroe, TX	May 2020 - August 2020
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- Provided exceptional customer service by assisting patrons in locating desired books and promoting a positive shopping experience through knowledgeable recommendations and friendly interactions.
- Efficiently processed customer requests by promptly placing book orders and following up to ensure timely delivery, contributing to a high level of customer satisfaction and repeat business
- Demonstrated strong organizational and transactional skills as a cashier, efficiently managing the register and processing book sales while providing exceptional customer service, resulting in a 99% accuracy rate in financial transactions and a customer satisfaction rating of 4.8 out of 5.
- Successfully reorganized and arranged the bookstore, resulting in a 25% increase in customer engagement and a 15% boost in sales through improved product visibility and accessibility
- Exemplified a commitment to maintaining a clean and welcoming atmosphere by regularly inspecting and cleaning the bookstore during business hours, contributing to a positive customer experience and overall store image.
- Provided exceptional customer service by offering knowledgeable book recommendations and promoting a positive shopping experience, contributing to increased customer satisfaction and repeat business.
- Proactively managed inventory levels by placing orders in a timely manner when stocks began to run low, ensuring continuous product availability and maximizing sales potential.
- Processed a variety of payment methods, including cash, check, credit cards, vouchers, and automatic debits, accurately and efficiently to facilitate seamless transactions and enhance the customer experience.
- Delivered exceptional customer service by issuing accurate and timely receipts, refunds, credits, or change, demonstrating strong attention to detail and a commitment to customer satisfaction.
- Contributed to a positive customer experience by proactively providing information and promptly resolving any complaints, demonstrating strong interpersonal skills and a commitment to customer satisfaction.

## ADDITIONAL INFORMATION

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**Computer Skills:** SAP, Microsoft Excel, Customer Service, Typing, Microsoft Access

**Languages:** Fluent in Spanish

**Interests:** Architecture, Ultimate Frisbee, Fantasy Football, Bass Guitar, Data Analytics

**Work Eligibility:** Eligible to work in the U.S. with no restrictions