**Luis Alberto Cruz**

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**Profile**

Hardworking team player seeking a customer service role where I can utilize my well-developed interpersonal skills.

**Summary of Skills and Qualifications**

* Excellent customer service skills; driven to meet customer needs
* Accurately operate POS systems and process cash, debit and credit transactions
* Strong communication and interpersonal skills; enjoy working and interacting with the public
* Eye for detail and design; merchandise products and organize displays
* Complete precise inventory management
* Physically fit; able to perform strenuous and repetitive tasks
* Safety-conscious; trained in WHMIS
* Hands-on learner who can easily adapt to challenges and evolving environments
* Organized work habits with the ability to prioritize and multi-task
* Positive attitude; supportive team member who also works productively while unsupervised
* Strong work ethic with reliable attendance and punctuality
* Flexible availability for days, afternoons and weekend shifts
* Bilingual; English and Spanish

**Customer Service Experience**

**Cashier**

Flying Squirrel, Hamilton, ON August 2018 – March 2021

* Working in a fast-paced environment
* Effectively communicating with customers of varying ages, including vulnerable persons
* Creating a welcoming atmosphere for guests

**Cashier / Stock Person**

Dollar Star, Binbrook, ON April 2017 – November 2018

* Greet customers and assist with locating products
* Operate lottery machine and cash register and accurately process cash, debit and credit transactions
* Receive and unpack merchandise, stock shelves and create attractive visual displays
* Maintain strict inventory counts to manage loss prevention

**Key Holder / Team Lead / Party Host**

Lazermania, Hamilton, ON March 2014 - December 2016

* Oversaw employees, trained new hires and performed store opening and closing duties
* Consistently met sales quotas; built rapport with customers to ensure retention and repeat business
* Calmly resolved customer concerns in person and over the phone

**Landscaper / Sales Representative**

Power Green Landscaping, Hamilton, ON (Seasonal) April 2012 - October 2022

* Actively listened to customer needs and promoted appropriate products and services
* Organized sales packages according to customer needs
* Used effective communication skills to generate leads for future sales
* Performed gardening and landscaping duties and safely operated equipment

**Education**

**College Education**

Mohawk College present

**Ontario Secondary School Diploma**

Bishop Tonnos Catholic Secondary School, Ancaster, ON 2014

**Volunteering**

City Kidz 2013-2014