

Luna Joffily

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TEAM LEADER

Results-driven and inclusive leader with expertise in training, enablement, team building and customer service. Kind and energetic coworker who excels in a diverse and collaborative environment with a personal commitment to customer service.

STRENGTHS

- Team Player
- Transparent and effective communicator
- Multilingual(Portuguese, Spanish, English)
- Finding Solutions
- Multitasker
- Adaptable

WORK EXPERIENCE

Magic Vacation Homes - Orlando, FL

January 2023 - Present

Customer service specialist

- Answer email, phone calls, and messages from guest finding the best solution possible
- Input and review invoices in the system
- Follow up with guests after their visits
- Troubleshoot all technical issues and property issues

Darden Restaurants - Orlando, FL

March 2021 – January 2023

Front of House Certified Trainer at Olive Garden

- Start each day with a “Put Customers First” mindset
- Train new staff on company procedures and core values
- Problem solve all customer and employee issues with patience
- Helped troubleshoot all technical difficulties with systems within the restaurant.
- Dedicated my time to ensure that all guests were beyond satisfied.

Chick-Fil-A – Orlando, FL

January 2020 – March 2021

Team Lead

- Provided excellent guest service by being courteous and making each guest feel special
- Oversaw all drive-through activities including handling guests recovery
- Maintained team member morale and high energy
- Supported the team by ensuring all POS systems and technical systems were running smoothly

SELECTED ACCOMPLISHMENTS

- Former Air Force JROTC Executive Officer at Dr. Phillips High School
- Promoted to team lead within 7 months at Chick-Fil-A
- Young student mentor for 3 years

BUSINESS TOOLS

- MS Office 365 (all apps)
- PC and MAC proficient
- Mastered multiple Point of Sale interfaces
- Beginner JavaScript, HTML and CSS knowledge

EDUCATION

University of Central Florida

- Computer Science Certificate expected February 2024

UCF Full Stack Coding Bootcamp

- Start August 14 and end February
- Learn fundamental concepts of web development, including HTML, CSS, and JavaScript.
- Work with servers, databases, and other back end technologies, such as MySQL database, Node.js, and more.
- Grow skills using NoSQL databases, convert traditional applications into progressive web applications, and learn React.