

# Mario Meza

1813 La Golondrina Ave. Alhambra 91803

626-202-3745

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- Experience in the customer service field with 7 years of experience in receiving customer orders and providing customer support with customer questions and inquiries.
- Proficient with Windows and Mac operating systems, experienced in learning new software quickly.
- Very organized and attentive to customers requests.
- Handled up to 100+ orders daily by phone, drive-through microphone, and in-person orders. My duties include helping customers input their orders.

## Work Experience

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### McDonalds Cashier

01 to Present

McDonalds

909 E Main St, Alhambra, CA 91801

- Assist customers in the food checkout process.
- Answer phone calls and assist customers with their orders and inquiries.
- Receive payments at both the front counter and at the outside speaker, take out food orders, prepare food, and keep the facility clean.

### Food Court Cashier

08/2019 to 05/2020

El Pollo Loco

5151 State University Dr, Los Angeles, CA 90032

- Assisted customers in the food checkout process.
- My main duties were ringing up sales, preparing food, bagging food items, honoring coupons, collecting payments, and giving appropriate change.

### Teacher Assistant

01/2019 to 05/2019

City Terrace Elementary School

4350 City Terrace Dr, Los Angeles, CA 90063

- Supervised children during recess and lunch hours.
- Ensured that all students were safe and provided them assistance as needed.
- Engaged in crowd control to get the students safely to class and to their breaks.
- Assisted teacher with classwork.
- Helped the students with homework/classwork.
- Tutored small groups of students in a variety of subjects.

**Game room attendant, food runner, pizza cook, and dish washer**

02/2016 to 02/2019

Shakeys Pizza Parlor

2234 W Valley Blvd, Alhambra, CA 91803

- Assisted in keeping the facility clean.
- Attended to customers needs.
- Provided good quality service with good team working skills.
- Answered phones and assist customers with their orders and inquiries.

## **Alhambra Police Explorer**

2013 to 2016

Alhambra Police Department

211 S 1st St, Alhambra, CA 91801

- Performed a variety of community services such as crowd control at parades, festivals, and special events, and performed any other duties required by the police department.
- Participated in the Police Department Ride-along program.

## **Skills**

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Work great with customers, and understand how to de-escalate tense situations - 6 years

Team player - 6 years

Computer proficient. Can learn to use new software quickly - 6 years

Problem solving skills. Understand how to search for an answer independently - 6 years

## **Education**

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### **California State University, Los Angeles**

Bachelor's

Sociology - Expected date of graduation June 2023

5151 State University Dr, Los Angeles, CA 90032

09/2019 to Present

### **East Los Angeles Community College**

Associate

Liberal Arts

1301 Avenida Cesar Chavez, Monterey Park, CA 91754

09/2016 to 06/2019

## **Alhambra High School**

High school or equivalent

High School Diploma

101 S 2nd St, Alhambra, CA 91801

2011 to 2015