

RICARDO ALFONSO SERRANO PEÑA

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PROFESSIONAL SUMMARY

Highly efficient and dedicated with a background in customer service and management. With a keen eye for detail, I focus on improving and streamlining workflow to keep customers satisfied and employers' profits multiplied while always accurately inputting data.

SKILLS / COMPUTER

- Data Entry and Collection
- Fast Typing
- Management Experience
- Customer Service Experience
- Web Development
- Fluent in Spanish
- Communication (verbal and writing)
- Spreadsheet and Database Programs
- Document Storage and Cloud-base Systems

WORK EXPERIENCE

Web Developer, Tam Chay Retreat

Dates: Oct 2019 - Dec 2019

- Designed database structure for booking beds in a homestay using PHP and MySQL database.
- Designed the aesthetic structure of the website.

Team Manager, The Tea and Coffee Exchange

Dates: May 2019 - Current

- Delegate tasks and responsibilities from the store owner to employees.
- Entered all orders into clover data management with a 99% accuracy.

Barista, Bon Appetit

Dates: Sept 2017 - May 2019

- Display and sell pastries, make and prepare drinks, handle payments.
- Working part-time while also going to college full-time.

Retailer, Le Pain Quotidien

Dates: Dec 2015 - Aug 2017

- Take customers orders and input them into system, handle payments, upsell retail, coffee, etc.

EDUCATIONAL BACKGROUND

School: Colorado College

Dates: 2017 - Current

Description: Undergrad Junior at Colorado College. Currently on a gap year.

School: New Open World Academy

Dates: 2013-2017

Description: I graduated high school at NOW Academy in Los Angeles as Salutatorian.

LEADERSHIP EXPERIENCE

Co-Chair, SOMOS Dates: 2017 - 2019

- (Spanish for "we are") SOMOS is the Latin/Hispanic organization of Colorado College.
- Promote visibility and celebrate the culture of Latin/Hispanic people at Colorado College.
- Plan and manage all activities related to the organization.

REFERENCES

- References available upon request.