

# **Richard Velasquez**

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## **Objective:**

To obtain a position in the customer service field where I can gain new experiences with a growing company.

## **Work Experience:**

*Borough of Manhattan Community College Enrollment Services Contact Center, New York, NY*

***Call Center Junior Agent***

*Spring 2018-Fall 2020*

- Assisted Callers with the proper resources for departments: Admissions, Financial Aid, Bursar, Registrar, service desk, and Disability offices
- Completed Call Back assignments, surveys, and group assignments
- Created project meeting for staff and team members
- Worked Remotely

*Uptown Sports Complex, Bronx, NY*

*Spring 2016-Fall 2016*

***Gymnastic Assistance Instructor***

- Teach students gymnastics techniques
- Provided general maintenance and reception duties when needed
- Assisted teachers with planning lessons for some of the new students
- Supervised students when the instructor was teaching another class

*Abercrombie & Fitch, Paramus, NJ/New York, NY*

*Fall 2013-Winter 2015*

***Sales Associate***

- Replenish merchandise and stock merchandises in the sales floor
- Assist customers with customer services
- Greet customers coming into the store.
- Cashier: completed cash/credit transactions
- Stock incoming shipments into the stock area

*The Children's Place, NY, New York*

*Fall 2012 –Summer 2013*

***Sales Associate***

Replenish merchandise and maintain organized store sections

- Cashier: Complete cash/credit transactions, ensure drawer accuracy
- Assist with stock and high volume inventory
- Promote sale items and arrange image displays

*ABM Maintenance and Facility Service, New York, NY*

*Summer 2012*

**Janitor/Maintenance**

- Worked in a team and provided janitorial services for private offices throughout NYC
- Duties included: sanitization, garbage and debris removal, light carpentry, floor buffing

*McDonald's Restaurant, New York NY*

*Summer 2011*

**Cashier/Line Cook**

- Placed food orders and completed sales transactions
- Provided quality customer service in a fast-paced working environment
- Assisted with training new employees and opening/closing the store

*The Little Gym of Harlem, Harlem NY*

*Summer 2010*

**Teacher's Assistant**

- Assisted teachers with planning lessons for some of the new students
- Supervised students while teacher attended meetings and other daily functions
- Prepared and distributed meals
- Provided general maintenance and reception duties when needed

**Education**

- Cardinal Hayes High School, Bronx, NY

2011-2012

**General Academic Studies**

- KIPP: To College

2012-2013

**General Education Degree**

- Borough of Manhattan Community College

2019-Present

**Associate Degree**

**References Available Upon Request**