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COSTUMER SERVICES

Summary  
Costumer representative  
with background as sandwich artist  
and security looking to join a growing entrepreneurial organization as part of the  
Executive team.  
Skills  
Operations management  
Financial records and processing  
Quick learner  
Client-focused  
Computer proficient  
Active listening skills  
Telephone inquiries specialist  
Cash handling accuracy  
Superior communication skills  
Top sales performer  
Customer service expert  
Strong communication skills  
Superior organization skills  
Store maintenance ability  
Energetic work attitude  
Adaptive team player  
Cheerful and energetic  
Telecommunication skills  
Experience  
Costumer Services

,  
02/2018  
to  
Current  
Company Name  
i¼  
City

,  
State  
Answered customer questions and took orders.  
Assisted customers with finding solutions to their complaints, concerns and inquiries.  
Recommended, selected and helped locate merchandise based on customer needs and  
desires.  
Collaborated with customer service team members to give exceptional service throughout  
the entire shopping and purchasing experience.  
Built customer confidence by actively listening to their concerns and giving appropriate  
feedback.  
Extended customer subscriptions, offering discounts and promotions to ensure high  
customer retention rates.  
Confirmed that appropriate changes were made to resolve customers' problems.  
Sandwich Artist

,  
01/2017  
to  
02/2018  
Company Name  
i¼  
City

,  
State  
Executed all daily tasks and assisted other team members when needed.  
Prepared food items, including sandwiches and other products to meet customer  
specifications.  
Assisted customers, including answering questions and preparing orders.  
Organized food preparation stations and replenished supplies as needed.  
Delivered superior customer service focused on quality and meeting customer needs in a  
timely manner.  
Cleaned and maintained all food preparation stations.  
Trained Sandwich Artists to apply attention to detail and commitment to quality.  
Communicated with customer to provide menu offering details and assist with decisionmaking.  
Proofed dough products and baked breads, cookies and other bakery products.  
Handled and bagged groceries carefully and according to customer preference.  
Stocked, priced, front-faced and rotated merchandise.

Monitored the freshness and condition of prepared foods.  
Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters,  
floors, storage areas and service refrigerators.

Security Guard  
,  
05/2015  
to  
01/2016

Company Name  
i1\_4  
City  
,  
State  
Maintained order, responded to emergencies and enforced federal and local laws.  
Communicated with supervisors regarding any issues that occurred while on duty.  
Immediately reported fires, accidents and other safety hazards.  
Enforced all building rules and regulations in government facilities.  
Protected federal employees and their property by monitoring all access to governmentowned and leased properties.  
Detained individuals when necessary to prevent security breaches.  
Patrolled the premises regularly to ensure safety of employees and visitors.  
Patrolled buildings, facilities and perimeter areas to prevent damage to property.  
Florist helper / Delivery driver

,  
02/2011  
to  
03/2011  
Company Name  
i1\_4  
City  
,  
State  
Communicated information to customers about product quality, value and style.

Consulted with customers on the latest styles and trends.  
Communicated merchandise needs and issues to appropriate supervisors in a timely fashion.  
Kept the showroom clean and maintained neat, orderly product displays.  
Interacted with customers and retail buyers to follow-up on shipping statuses and expedited orders.  
Worked as a team member performing cashier duties, product assistance and cleaning.  
Stocked and rotated inventory regularly.  
Resolved customer complaints and adjusted orders.  
Selected the most efficient routes in compliance with delivery instructions and fuel policy.  
Inspected and maintained gas, oil and water levels as well as tires, lights and brakes.  
Loaded and unloaded merchandise at stores and vendor locations.  
Processed payments by accepting cash, checks and credit card payments.  
Served as the company's only bilingual Spanish/English customer service representative.  
Seasonal Field Worker

,  
05/2006  
to  
08/2006  
Company Name  
i1\_4  
City  
,  
State  
Seasonal migrant worker that would return every summer till 2012  
Mowed and edged lawns and flowerbeds using shovel and hula hoe.Operated motorized vehicles and equipment such as tractors, and traiers .  
Mixed and sprayed fertilizers, herbicides and insecticides onto grass, shrubs and trees.  
Installed rock gardens, ponds and irrigation systems in accordance with client specifications.  
Planted seeds, bulbs, ground covers and trees.  
Arranged shrubs, trees and flowers to create particular landscape effects.

Education and Training  
High School Diploma  
:  
2012

Psja Early College High School  
i1\_4  
City  
,  
State  
Ranked in Top 15% of class  
4.0 GPA  
Student council Member  
Future Farmers of America member  
Jurnalism editor  
Secretary for FFA  
Secretary for student council  
Migrnat student  
Texas A&M International University  
i1\_4  
City  
,  
State  
Major in criminal justice  
Minor in business administration  
Expected

Graduation date December 2020  
Texas A&M International University

City

State

Major in criminal justice

Minor in business administration

Community Service

Volunteer WBCA 2012, 2013, 2014 and 2017

Volunteer Food bank 2013

Volunteer Habitat for humanity 2012, 2013

Volunteer Farmers Market 2014

Volunteer softball games 2015, 2016

Languages

Spanish

English

Skills

Cash handling

Careful and active listener

Multi-tasking

Strong public speaker

Professional and friendly