

# Adrian Viruet

Jacksonville, FL 32257

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Willing to relocate: Anywhere

## Work Experience

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### **Customer Service Agent - Call Center**

ERC - Jacksonville, FL

October 2021 to Present

- Worked productively to determine the needs of customers and fast track solutions to those needs.
- Answered inquiries by effectively researching, locating, and relaying information to customers.
- Maintained call center database by collecting and recording information.
- Continually worked to enhance call center's reputation by providing quality and timely service.
- Attended educational seminars to improve knowledge and skills.

### **Kennel Technician**

Animal Care at Twin Lakes Center - Jacksonville, FL

April 2021 to Present

- Provides compassionate care to pets
- Receives animals to be admitted weighing them upon entry; ensures that they have proper identification and records their respective locations
- Examines patients for external parasites such as fleas and/or ticks, note wounds and other markings.
- Communicates in a positive manner with owners and ensures that they feel comfortable leaving their pet(s)
- Gives hospital and kennel tours; highlights key features that differentiate our kennel/hospital from others in the area
- Feeds animals as prescribed by the attending Veterinarian or as the owner has requested; records appetites; water intake, as well as fecal and urine production
- Recognizes and reports any unusual conditions or abnormal behaviors and monitors pets for signs of distress or disease.
- Gives baths to and brushes pets
- Assists Veterinarians and technicians with the administration of medications or with pet restraint
- Maintains the cleanliness of the hospital each day; cleans equipment and facilities using chemicals and supplies; ensures the safe use of chemicals
- Follows a regular schedule for cleaning and sanitizing all cages, runs, wards and related areas; changes litter boxes and food/water bowls
- Completes the weekly and monthly chore list to maintain hospital cleanliness, equipment, and overall appearance of the hospital
- Maintains laundry for the kennel, grooming, and hospital
- Provides patients with fresh, clean bedding when appropriate
- Walks or brings dogs into the yard for exercising

- Maintains the grounds of the property including waste disposal; responsible for light maintenance of landscape upkeep and general building maintenance
- Prepares pets for discharge; gathers toys, bedding, medications, and food; checks pets for cleanliness, and measures and records their exit weights for comparison against their entry weights
- Releases pets to their owners as directed; ensures that every animal released is clean and properly groomed prior to their release
- Understands and carries out oral and written directions
- Performs other duties as assigned

## **Sushi Chef**

Bento Cafe - Jacksonville, FL

June 2019 to March 2020

- Expertly cutting, slicing, and filleting different types of fish.
- Preparing various types of sushi dishes according to established guidelines on quality, portion size, presentation, and food safety.
- Maintaining a clean work environment in order to prevent food contamination.
- Regularly taking inventory of food supplies and other products.
- Reporting any problems with kitchen equipment to the manager on duty.
- Sterilizing all utensils, instruments, and equipment used in sushi preparation before every use.
- Communicating with wait staff to ensure that special requests and food allergy considerations are met.

## **Cook**

Burrito Gallery - Jacksonville, FL

June 2019 to March 2020

Ensuring the high standards of sanitation, cleanliness and safety are maintained throughout all

kitchen areas at all times

- Cooking or directly supervising the cooking of items that require skillful preparation
- Cooking dishes and watching dishes come out from the station that are correct and consistent with the quality that is need
- Preparing orders according to tickets and making sure they adhere by the guidelines
- Wash dishes and place them back
- Prepare raw meat/seafood for the upcoming days by seasoning/searing/storing
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## **Pantry Chef/RawBar**

Cowford Chophouse - Jacksonville, FL

November 2018 to June 2019

Ensuring the high standards of sanitation, cleanliness and safety are maintained throughout all kitchen areas at all times

- Cooking or directly supervising the cooking of items that require skillful preparation
- Cooking dishes and watching dishes come out from the station that are correct and consistent with the quality that is need
- Slice/dice/chop/etc meats/fish/herbs for the station as needed as well as AM/PM help.

## **Kennel Technician**

Unleashed Fido - Jacksonville, FL

April 2018 to November 2018

- Cleaning the individual dog kennels and surrounding kennel facilities, to include pressure washing, scrubbing and disinfecting
- Cleaning the dog bowls and toys
- Bathing dogs
- Laundering towels
- Providing food and fresh water for the dogs
- Walking the dogs between kennels and other areas of the organization's facilities, while strictly adhering to all policies and procedures for handling the dogs
- Lifting and stocking dog food and kennel supplies
- Removing and disposing of waste from dog waste stations and cleaning the stations
- Monitoring medical and behavioral condition of dogs, notating the kennel cards/logs and notifying appropriate staff of concerns
- Monitoring kennel facility for any hazards or safety concerns

## **Butcher/Meat Cutter/Clerk**

Tillman's Meat & Country Store - Jacksonville, FL

October 2016 to April 2018

Handle Register

Rotate meat stock.

Sanitize the areas and make sure everything is up to date

rotate deli stock

Handle special customer requests

Carry up to 200 LBS or more of processing meat

## **Cashier/Customer Service**

Dollar Tree - Jacksonville, FL

November 2015 to October 2016

Responsibilities

Greeted every customer with a smile

\*Answer questions about merchandise, and maintain current knowledge of all promotions

\*Efficiently ring up items, while operating a cash register, and process payment to keep customers flowing through check-out aisles

\*Suggested specific items based on customers needs to improve department revenue

\*Cleaned register area frequently, remove debris from shelves

\*Organized, rotated, and put up new merchandise on shelves

Accomplishments

Employee of the month

Skills Used

Bilingual

Speed

able to talk to customers and sell items

## **Sandwich Artist**

Subway - Jacksonville, FL

November 2015 to October 2016

Greets and serves guests, Prepares food for the day and week

Maintain food safety and sanitation standards

Prepare food neatly, accurately and in a timely manner.

Handle Register

Stock overnight

Help with food truck

Dishwasher

## **Cashier**

Home Depot - Jacksonville, FL

January 2013 to November 2015

January 2013 • Answer customers' questions, and provide information on procedures or policies.

- Compute and record totals of transactions.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Process merchandise returns and exchanges.
- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Resolve customer complaints.

## **Education**

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### **Bachelor's in Computer Science and Graphic Arts**

University Of North Florida - Jacksonville, FL

2014 to 2019

## **Skills**

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- Graphics Design, HTML, Web Coding/Design. Meat Cutting, Knowledge of various poultry, pork, beef (3 years)
- Pet Grooming
- Kennel Experience
- Dog Handling
- Animal Care
- Food Processing
- Time Management
- Veterinary Assistant
- Veterinary Technician Experience

## Certifications and Licenses

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### **food handler certificate**

#### **ServSafe**

## Assessments

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### **Work Style: Reliability — Expert**

July 2019

Tendency to be dependable and come to work

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.