# ANDREA PACHECO

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**PROFESSIONAL SUMMARY**

Customer service professional dedicated to achieving company objectives while delivering exceptional service and solutions to customers.

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| **CORE STRENGTHS** |  |
| * Customer Service Representative * Inbound/Outbound Calls * Microsoft Office Suite | * Positive Attitude * Quick Learner * Team Player |

# PROFESSIONAL EXPERIENCE

**Hampton Inn & Suites** – El Paso, TX **11/2024 – 02/2025**

**Front Desk Associate**

* Provided friendly and efficient check-in and check-out services, creating a welcoming environment.
* Managed bookings, cancellations, and modifications with attention to detail.
* Processed payments and maintain accurate billing records.
* Collaborated with housekeeping and maintenance teams to address guest needs.
* Ensured compliance with company policies and safety protocols.
* Upsold room upgrades and additional services to enhance guest satisfaction and increase revenue.

**TownePlace Suites by Marriott** – El Paso, TX **01/2023 – 08/2023**

**Front Desk & Breakfast Consultant**

* Ensured high-quality breakfast presentation and replenishment throughout service hours.
* Monitored inventory levels, minimized food waste, and ordered supplies as needed.
* Trained staff on service techniques, menu knowledge, and guest interactions.
* Assisted at the front desk with check-ins, check-outs, guest needs, bookings, and calls.

**Amazing Lash Studio** – El Paso, TX **07/2022 – 01/2023**

**Customer Service & Lash Consultant**

* Delivered outstanding customer service, addressing questions and concerns empathetically.
* Promoted memberships, managed sales, and retained clients through proactive follow-ups.
* Handled administrative tasks, including appointment scheduling and maintaining guest records.

**Aidan James Agency** – El Paso, TX **01/2021 – 02/2022**

**Customer Service**

* Greeted visitors and managed correspondence via phone, email, and social media.
* Assisted with data entry, office supplies purchasing, and general clerical tasks.

**Dunkin' Donuts** – El Paso, TX **05/2019 – 05/2020**

**Barista Shift Lead**

* Supervised staff and delegated daily tasks effectively.
* Maintained inventory records and ensured adherence to OSHA standards.
* Processed banking deposits and ensure smooth daily operations.
* Team Leadership
* Barista Duties

**CVS** – El Paso, TX **09/2018 – 02/2019**

**Retail Associate**

* Provided cashier services and assist customers in locating merchandise.
* Restocked shelves organized the store and maintained displays.
* Help shape a friendly and helpful customer service experience with every interaction on sales floor or at the register.

## EDUCATION

**Americas High School** – El Paso, TX **Graduated** **2019**

* High School Diploma

**Course Careers Licenses: Obtained 2024 - 2025**

* Fundamentals of Software Development
* Specialization in Front-End Development
  + JavaScript o Tailwind CSS
  + Python o GoLang o HTML o CSS o React