

Araceli Garcia

Las Vegas, NV | (805) 769-7043 | arachelly23@gmail.com | LinkedIn:
<https://www.linkedin.com/in/araceli-garcia-119972209/>

SUMMARY

Strong leader who is energetic, outgoing, goal oriented, and has a drive for knowledge. Self-motivated to be able to achieve all the goals I set for myself. Current grad from Kenzie Academy with a software engineer certificate which allowed me to have hands-on experience with debugging, testing, html, css and JavaScript.

SKILLS & INTERESTS

Skills:

- Testing and Deployment
- Proficient in HTML
- Javascript
- CSS
- Interface design and implementation
- Problem-Solving Abilities
- Adaptive Team Player
- Customer Relations

WORK EXPERIENCE

Amazon

Warehouse Associate

Las Vegas, NV

June 2019 - Present

- Worked at the following facilities: LAS7, LAS2, VUBB, VUH2, IND9, IND2, BFL1, TUS2. Which two of the facilities I assisted with launching it, BFL1 and TUS2. All these facilities allow me to get a wide range of experience with Amazon such as being trained in: ICQA, Pick, Pack, Problem Solver, Pack, Returns, Dock and Decant.
- Was a Learning Ambassador who is responsible for expanding, promoting, and/or enhancing the awareness of the Amazon Incorporation products and services.
- Was a high frequency coach that engaged with bottom performers in quality, productivity and time off task during Amazon's busiest time of year (peak).
- Was once a Vendor Flex Process Assistant that assists managers in running a department and supervising staff to ensure work quality. Assisted with productivity, filing reports and problem solving any issues that could delay customer orders.

Sitel

Customer Service Agent

Las Vegas, NV

October 2018- May 2019

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Utilized active listening and communication skills to address customer inquiries and escalate issues to supervisor.
- Met or exceeded call speed, accuracy and volume benchmarks on a consistent basis.
- Documented conversations with customers to track requests, problems and solutions.
- Educated customers on how to navigate company systems and work within established frameworks to obtain desired services.

Dominos

Food Service Worker/ Closing Manager

Las Vegas, NV

June 2015- June 2018

- Enforced staff performance and service standards to deliver consistent and positive customer experience.
- Kept food storage and preparation equipment in good working order to maximize safety and cost-efficiency of the company.
- Received food orders from individuals and explained offerings.
- Operated a cash register to process cash, check and credit card transactions.

EDUCATION

Kenzie Academy

Indianapolis, IN

Full Stack (MERN) Web Development Certificate

October 2021

Paso Robles High School
Diploma

Paso Robles, CA
June 2018