

David Serrato

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SKILLS

- 10+ Years Experience in Customer Service
- 2 Years Experience in Supervisory Role
- Bi-lingual in Spanish
- Excellent Organization Ability
- Strong Customer Relations Skills
- Effective Written and Verbal Communication
- Microsoft Office Suite
- Adobe Software
- Typing: 82 wpm
- Self Starter

EDUCATION

CABRILLO COLLEGE

Associate Business Degree / Computer Science

- English
- Communications
- Calculus
- Accounting
- Business Law
- C++, PHP, MySQL
- HTML, CSS
- Windows Administration
- Databases
- Networking

PROFESSIONAL EXPERIENCE

OFFICE ADMIN

Tom Ralston Concrete - Santa Cruz, CA

2015 - Present

Project-based administrative and bookkeeping tasks, such as manipulating Excel Sheets & Job Costing. Tech consultant.

- **Excel Expert** - Surprised manager by how quickly I could accomplish tasks.
- **Office Whiz** - Role expanded to other subjects because of my experience in many areas.

MEMBER SERVICES

Bay Federal - Santa Cruz, CA

2012 - 2014

Served as first contact with the public. Worked with members to resolve issues and process banking transactions.

- **Experienced Service** - Years of working with the public yielded frequently praised service.
- **Professional** - Confident representing the company through letters, email, or over the phone.
- **Quick Learner** - Became a trained representative faster than most new hires.
- **Community Volunteer** - Frequent volunteer within the community.
- **Effective Time Management** - Maintained a 4.0 college grade average during employment.

ASSISTANT MANAGER

Advance America - Santa Cruz, CA

2009 - 2012

Successfully planned and assisted in organizing an independent center to maximize revenue and control costs.

- **Successful Growth** - Achieved consistent revenue of 110% budget for two distinct centers.
- **Relationship Building** - Earned the support of the community through customer service and outreach programs.
- **Award Winning** - Received *Standard of Excellence* for achieving results and leading the division in YOY growth.

TELLER

Bank of America - Santa Cruz, CA

2008 - 2009

Provided bank services to customers.

- **Fast** - Fastest and most efficient teller in the branch
- **High Referrals** - Analyzed customer problems and contributed the highest number of referrals

CUSTOMER SERVICE / TECH

Circuit City - Santa Cruz, CA

2007 - 2008

Provided tech service and computer instruction.

- **Accurate** - Became responsible for multiple files, logs, record-keeping, and other important administrative tasks.
- **Crisis Management** - Handled complex and often frustrated customer concerns, in person and over the phone.
- **Strong Leadership** - Supervised a small group of employees to maximize response times.
- **Technical Expertise** - Experience in a wide range of electronics from computers to printers to external accessories.

CUSTOMER SERVICE

GameStop - Santa Cruz, CA

2004 - 2006

Game and system advisor, cashier and sales.

- **Sales Ability** - Increased sales by promoting subscriptions, reservations and selling in-store products.
- **Detailed** - Helped keep detailed entries of all customer trade-ins, reservations and customer information.
- **Trainer** - Trained all new employees on registers, filing and in-store activities.

ASSOCIATE

Toys R Us

2004 - 2005

Cashiering, stocking, and store maintenance.

OPERATOR

Santa Cruz Seaside Company

2002 - 2004

Operated the games for the Santa Cruz Beach Boardwalk