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|  |  | Grace Lopez  PUBLISHING ASSOCIATE |
| ADDRESS Apt 49 B Sycamore Heights  Mountain View Street, Santa Barbara  California,  US, 93101. Contact PHONE:  00-234-567-8910  EMAIL:  Glopez@westcal.com INTERESTS Organizing events in the community  Being involved with charities  Volunteering at local companies, clubs and organizations  Cooking and baking  Reading and writing books and articles |  | EDUCATIONSB Community College 2021  Editing and Publishing Graduate Certificate Cleveland High School 2008  **Franklin Junior High**  2008 WORK EXPERIENCEWestCal Publishing Publishing Associate Current  Handles the administrative functions of publishing newsletters, magazines, Web sites or books WestCal Publishing Senior Fulfilment Operative 2020  Managed all order entry tasks and proactively support the timely shipping of orders. Ensured customer information/product information is accurately replicated in Order tracking tools. Reported any inconsistencies and work to escalate to Order Fulfilment Team Leader as appropriate. Tree of Idleness Waiter 2018-2019  Greeting guests and taking drink and food orders. Staying attentive to the needs of guests in the dining area. Delivering food from the kitchen to the guests. Ensuring the food order is made correctly by kitchen staff and looks presentable for guests.  **New to You Retail Assistant**  2015-2017  Assisted customers and ensure that they have an enjoyable shopping experience and want to return. Greet customers who enter the store. Answer queries and handle customer complaints, sending them to management if necessary. Dealt with customer refunds. |