

Garrett Gutierrez

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(424) 533-0173

Summary: Individual with over ten years of customer service/catering experience, communicating with and assisting thousands of clients of all ages in the food, training and development, and film, industries. Recognized for patience and professionalism. Worked on diverse teams of up to 60 to successfully complete organizational goals. Experience in delivering and setting up food for events including weddings, film sets, and corporate events

Experience

DoorDash, Los Angeles, CA
Driver

2015-Present

- Deliver dozens of meals weekly from a multitude of different restaurants to clients all over the Greater Los Angeles Area.

JagTag Enterprises, Redondo Beach, CA
Training and Development Assistant

2011-Present

- Present information on labor market demand occupations and future trends to 20-50 Summer Interns for Marathon Refinery through JagTag Enterprises Inc.
- Compose, prepare, and format a variety of written materials, using MS Word and PowerPoint including contracts, request for proposals/proposals, training materials, and presentations for SCE, Marathon Refinery, City of Long Beach, Society for the Promotion of Japanese Animation, and SA Recycling.
- Proofread and edit all written materials for clarity, accuracy, spelling, punctuation, and grammar.
- Respond tactfully to all staff, client, and public inquiries over-the-phone, in-person, and by email in a timely and efficient manner. Offer encouraging, supportive, and well-informed recommendations and solutions while assisting others with dispute and discrepancy resolution, requests for information and services, and the completion of required forms. Provide referrals to the appropriate sources when necessary.
- Engage in effective customer service techniques with challenging clients from diverse demographics of all ages and socioeconomic backgrounds in a fast-paced high-stress work environment; resolving client concerns by identifying the root cause of client problems and working with others to offer innovative solutions.

Ambulnz, Torrance, CA

2020-2021

Emergency Medical Technician - Basic

- Assist up to 20 patients weekly, completing confidential and detailed patient care reports, submitting reports to quality control based on specific codes.
- Answer up to 20 calls daily, utilize office machinery, and assist with employee onboarding – sorting employee documents and data in Google Drive.

Freelance Work (Multiple Organizations), Los Angeles, CA

2011-2020

Film/Event Production Assistant/Driver

- Assisted with manpower planning, verifying hours for crews/extras on hundreds of production sets communicating details to production manager and producer.
- Assisted with scheduling of videos, film shoots, and meetings among crew members.
- Helped organize, coordinate, and execute dozens of film shoots and events.
- Worked effectively with teams of two to 60 individuals, including high-profile individuals, to ensure productions remained confidential, streamlined, and as engaging as possible.

Lucques Catering, Beverly Hills, CA

2014-2018

Server/Scullery Attendant

- Interacted with and serviced up to 1500 guests per event while utilizing strong planning and organizational skills to ensure smooth and memorable events; provided exceptional service to numerous high-profile individuals adhering to strict service and confidentiality codes of conduct while attending to the individual needs of each guest.

Education / Training: University of California, Los Angeles, CA - Bachelor of Arts in Philosophy

Technical Skills: 55 WPM, Microsoft Word, PowerPoint, Excel, Google Drive, Slack, Video Editing Software