

Renton, WA 98059  
(714) 814-7676

## Monica Gonzalez-Shaver

[gonzalezshaverm@gmail.com](mailto:gonzalezshaverm@gmail.com)  
[linkedin.com/in/monica-gonzalez92](https://www.linkedin.com/in/monica-gonzalez92)  
<https://github.com/gonzm92>

### Professional Summary:

Detail-oriented and dedicated frontend developer with a strong foundation in retail and office management roles. Possesses exceptional communication and problem-solving skills, along with proven leadership and teamwork abilities. Proficient in frontend technologies, with a passion for creating user-friendly web experiences. Excels in optimizing digital interfaces for enhanced user engagement.

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#### Rudy's Barbershop LLC - Retail Associate Planner | *Seattle, Washington*

March 2023 - August 2023

- Managed email inquiries from vendors, shop managers, and customers, showcasing strong communication skills.
- Oversaw vendor communication, packages, deliveries, and donations, demonstrating expertise in vendor management.
- Delegated tasks efficiently, exhibiting excellent organizational and time management abilities.
- Applied critical thinking to resolve various situations, emphasizing problem-solving capabilities.
- Ensured accuracy by reconciling purchase order discrepancies.

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#### Lacrosse Footwear Inc. Danner - Supervisor/Shop Manager | *Seattle, Washington*

January 2022 - October 2022

- Handled all communication channels effectively, including calls, emails, and in-person inquiries.
- Utilized MS Excel for data entry, credit card reconciliation, warranty exchanges, and outreach program updates.
- Demonstrated leadership skills by managing displays and setting an example for other locations.
- Managed vendor communication, packages, deliveries, and donations.
- Proactively identified opportunities to enhance service and operational efficiency.

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#### Weldon Barbershop - Lead Front Desk | *Issaquah, Washington*

April 2021 - January 2022

- Provided exceptional customer service by greeting and directing clients warmly.
- Maintained a clean and organized front desk area with attention to detail.
- Handled appointment scheduling and multitasking efficiently using the Booker system.
- Trained new staff members in administrative tasks and other responsibilities.
- Offered ancillary services to clients, ensuring a positive experience.

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#### Synapse Circus Center - Office Manager | *Auburn, Washington*

April 2021 - August 2021

- Demonstrated strong interpersonal and communication skills while interacting with staff, parents, and students.
- Managed class scheduling and bookings efficiently, showcasing organizational and database management skills.
- Provided excellent customer service by welcoming and assisting parents and students.
- Contributed to social media and website content through photography and communication training.

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#### Disneyland Resort - Entertainment Cast Member | *Anaheim, CA*

August 2015 - June 2019

- Transitioned from in-park entertainment to shows and parades.
- Played a key role as part of the opening cast and crew for Disney Jr. Dance Party at Disney's California Adventure.
- Provided exceptional guest experiences during meet and greets, ensuring each visitor had a unique experience.
- Received multiple awards, including guest compliments, photo of the week, and photo of the month.
- Delivered outstanding in-person customer service.
- Demonstrated strong communication, teamwork, and multitasking skills.
- Maintained a positive work environment and upheld high standards of customer experience.

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### Skills:

Excellent written and verbal communication, strong listening and interpersonal skills, organizational and time management abilities, detail-oriented and critical thinking skills, proficient in MS Office and data entry, HTML, CSS, Javascript, GitHub, Visual Studio Code, vendor management and office administration, multitasking and scheduling proficiency, social media and communication training expertise.

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### Certifications:

- Google Data Analytics Certification
- Google Project Manager Certification