

Itzel Flores

"Creativity is seeing what others see and thinking what no one else ever thought"

-Albert Einstein

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EXPERIENCE

The Home Depot, The Dalles, OR — Pro Associate

SEPTEMBER 2022 - DECEMBER 2023

- Provide top-tier customer service by addressing inquiries, resolving issues, and ensuring a positive shopping experience.
- Manage bookkeeping responsibilities, maintaining accurate financial records for the department.
- Serve as a proficient cashier, handling transactions efficiently and maintaining cash drawer accuracy.
- Coordinate logistics by liaising with vendors and efficiently handling special orders for materials.
- Utilize effective communication skills to engage with customers and respond to inquiries via phone and email.

CME LLC, White Salmon, WA — Secretary/ Virtual Assistant

November 2017 - PRESENT

Oversee website management, ensuring it reflects the latest company information and branding.

- Perform bookkeeping tasks, including expense tracking and meticulous financial recordkeeping.
- Optimize logistics, enhancing supply chain efficiency to meet project demands.

Top to Bottom, Hood River, OR — Cashier

September 2015 - July 2016

Successfully managed store operations, including opening and closing responsibilities.

- Delivered exceptional customer service by promptly addressing customer needs and concerns.
- Spearheaded inventory management, monitoring stock levels, and initiating timely replenishment orders.
- Operated as a cashier, accurately processing customer transactions.

SKILLS

11 years of customer service/ retail experience.

AWARDS

Fundamentals of Digital Marketing- Google Skillshop Course, Sept 16th, 2023

Small Business Development- Columbia Gorge Community College, Sep 2017-May 2018

LANGUAGES

English / Spanish

EDUCATION

Hood River Valley High School , Hood River, OR — *Diploma*

September 2010 - June 2012

REFERENCES

Available upon request.