

Iani Hernandez

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San Bernardino, 92405

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SUMMARY

Highly focused and dependable with excellent customer service skills. Have the ability to learn quickly. Key strength at handling multiple customers with requests and concerns with utmost professionalism and courtesy. Able to work well independently with little to no supervision as well as working as part of a team to get the job done.

EDUCATION

Pomona High School

Cal State San Bernardino

KEY STRENGTHS

- Positive attitude
- Excellent at promoting sales of product
- Cashier knowledge, able to count cash speedily and accurately
- Able to type 60 words per minute
- Able to work under pressure well
- The ability to problem solve with customers properly
- Excellent at working independently and great team player
- “Customer First” mentality

SPECIAL SKILLS

- Customer service
- Communication
- Accuracy and attention to detail
- Data Entry
- Cash Handling
- Training employees
- Judgment and problem solving
- Bilingual

TECHNICAL

- MS Word, PowerPoint and Excel
- Computer skills and Knowledge

- Proficient Math Skills

EXPERIENCE

- 3 Years as a cashier and shift leader at Raspados La Pasadita. I would be the one responsible for making sure all sales for the day were correct and the money matched up.
- 1 Year at La Michoacana as a shift leader and trainer. I would have to train the new employees to make sure they received good work habits and made sure they understood the job. While also having the responsibility of dealing with the sales at the end of the day.

VOLUNTEER WORK

- Corona Norco Homeless Shelter, prepare, cook and serve for the homeless

REFERENCES

- Lorena Guillen (909)649-4279 - Rasapados La Pasadita Owner
- Astrid Hernandez (909)910-5334 – La Michoacana Manager
- Andy Cambron- (951)329-2822- Wells Fargo Teller