

# Charizma R. Mendoza

136 S. Pixley St., Orange, CA 92868 • 714-206-2567 • charizmaruby@yahoo.com

## EDUCATION

### CAL POLY POMONA

*Don B. Huntley College of Agriculture*

Bachelor of Science

Agribusiness and Food Industry Management Major

Political Science Minor

**POMONA, CA**

*June 2017*

Cumulative GPA: 3.34

Major GPA: 3.92

## EXPERIENCE

### CUSTOMER CARE REPRESENTATIVE

*Behr Process Corporation*

**SANTA ANA, CA**

*August 2013 – May 2017*

- Utilize basic negotiation skills, conflict resolution and problem solving when necessary, in a manner that promotes brand loyalty, customer satisfaction and repeat business
- Review proof-of-purchase documents for authenticity
- Assist customers in U.S., Canada, Mexico, and Chile with inquiries and/or issues via social media, e-mail and traditional methods while working towards better practices and innovation that can grow products, service, efficiencies and expertise

### CAL POLY POMONA AGRICULTURE CORRESPONDENT

*San Diego County Farm Bureau*

**SAN DIEGO, CA**

*January 2017 – May 2017*

- Author 400 word quarterly articles for San Diego Farm Bureau Newsletter
- Interview various agriculture clubs at Cal Poly Pomona to produce content and photographs
- Consult with faculty staff at Cal Poly Pomona to ensure accuracy among written work and specifics about projects

### REMOTE COMMUNICATIONS INTERN

*California Cut Flower Commission*

**SACRAMENTO, CA**

*January 2017 – March 2017*

- Develop marketing plan to promote California Cut Flower Commission
- Design outreach program to recruit float teams back to Pasadena Rose Parade
- Instruct team to garner interest through cold-calling practices to increase visibility

### ASSISTANT PROPERTY MANAGER

*Ranchwood Homes*

**LOS BANOS, CA**

*October 2011 – February 2012*

- Assist with preparing financial reports, revenue projections, and monthly accruals
- Ensure all property files are prepared and maintained in orderly and logical manner, including leases and contracts
- Oversee tenant requests for work orders, to include obtaining estimates, providing proposals, submitting work orders, and invoicing tenants

### MERCHANDISE ASSOCIATE

*Sears Holdings, Corp.*

**MERCED, CA**

*September 2009 – November 2011*

- Marketed company merchandise by ensuring fully stocked sales floor
- Promoted to lead/supervisor of Shoe Department and managed small team
- Recognized as top employee for credit card activations during Summer 2011

### CUSTOMER SERVICE REPRESENTATIVE

*Specialized Marketing Services*

**SANTA ANA, CA**

*April 2010 – September 2010*

- Assured proper staffing needs met for special projects
- Accommodated client budget by applying most cost efficient practices
- Operated office machines, such as photocopiers and scanners, facsimile machines and personal computers

## SKILLS

Bilingual (verbal and written): English and Spanish

Proficient: Microsoft Word, Excel, Power-Point, Publisher, Outlook

Typing: 53 wpm, 10-key

## HONORS

- |                                      |           |                         |
|--------------------------------------|-----------|-------------------------|
| • Dean's Honor List                  | Recipient | Fall 2015 – Winter 2017 |
| • President's Honor List             | Recipient | Fall 2015 – Fall 2016   |
| • College of Agriculture Scholarship | Recipient | June 2016               |

## ACTIVITIES

- |  |                   |                          |
|--|-------------------|--------------------------|
| • Orange County Coast Keepers              | Volunteer         | June 2016 - Present      |
| • Agribusiness Management Club             | Ag Representative | October 2016 – June 2017 |
| • National Agri-Marketing Association Club | Editor            | January 2016 – June 2017 |

## REFERENCES

Geraldine Hernandez  
714-955-8719

UCI Pediatrics  
Social Skills Provider

Alfredo Lopez  
714-767-2127

SoCal Gas  
Pipeline Planning Associate

Edith Roman  
714-345-4091

Behr Process, Corp.  
Customer Care Representative