




LESLIE N.
SANCHEZ

RESUME

SUMMARY

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 Colton, CA 92324

Hardworking and hopeful young adult with extensive education and experience in many levels of bilingual customer service, in a variety of cultures, and of translations and interpretations in educational settings. Ambitiously searching for opportunities to build my skills and experience toward a career in translation, interpreting, and software development.

WORK HISTORY

SKILLS

- >Special Needs Populations
- >Linguistic Skills (Translation)
- >Colombian-Spanish Dialect
- >Mexican-Spanish Dialect
- >Presentation Skills
- >Bilingual Communication
- >Digital Communication
- >Detail-Oriented
- >Microsoft Office
- >Google Drive
- >Hardworking
- >Team Player
- >Self-Motivated
- >Quick Learner
- >Basic Digital Skills (HTML)
- >Basic Coding (Javascript)
- >Project Management
- >Team Coordination
- >Localization

Support Associate, Tory Burch, Ontario, CA
12/2022 - current

- Provide fair, friendly, and courteous service for a positive customer experience
- Register sales on a cash register while also resolving customer issues and answering clients' questions.
- Maintain checkout operations by following policies and procedures and reporting needed changes.
- Assure a safe and clean environment by complying with procedures and regulations.
- Contribute to team effort by accomplishing individual tasks and related results.

Direct Support Staff, Esperanza Services, Alhambra, CA
08/2022 - 10/2022

- Tracked and reported on the company's strategic development and ongoing forecasts.
- Update and complete logic documentation for financial and customer data.
- Created and compiled weekly and monthly reports and maintained archival records and database systems.
- Worked with accuracy and attention to detail.
- Effectively managed consumers' budgets and reduced spending.

Fulfillment Associate, Macy's Inc, Santa Barbara, CA
10/2020 - 05/2022

- Communicated with floor managers to determine merchandise placement.
- Contact carriers to arrange shipping and delivery of items.
- Receive and store shipping goods and supplies.

LANGUAGES

English: Native
Spanish: Native
Japanese: Elementary

Phone Banker, SBX, Riverside, CA
09/2020 - 10/2020

- Contacted consumers via phone or in person to deliver political service information.
- Kept records of client interactions including enquirers complaints, and responses.

Volunteer Assistant, Pedley Square Vet Clinic, Riverside, CA
09/2020 - 10/2020

- Stay up to date on advancements in the subject, read recent literature, speak with coworkers, and furthered my education.
- Collect information and present it, including suggestions for improvement as necessary, on issues like patient interactions and inter-institutional issues.
- Assisted veterinary assistants in general animal healthcare.

Fulfillment Center Associate, Amazon, San Bernardino, CA

07/2019 - 09/2019

- Build, line, and pad boxes, cartons and containers by utilizing tooling.
- Remove completed or faulty goods or materials, placing them on moving equipment such as conveyors or in defined regions such as loading docks.
- Acquire, transport, and sort products, supplies, containers, and orders, utilizing tooling.
- Examine and check containers, materials, and products to ensure that packing criteria are satisfied.

EDUCATION

Rialto High School, Rialto, CA

Graduated 06/2018

GPA: 4.2 **Class Rank:** Top 10%

Member of: Advancement Via Individual Determination (AVID) - President (2015-2018),
Becoming a Mentor (BAM) - Cofounder (2017-2018)

University of California, Santa Barbara (UCSB)

Graduated Fall 2022

Degree: Bachelor of Arts, Spanish

Relevant Coursework: Spanish Language and Law, Intro to Interpretation, USA-Mexico Border Narrative, Mexican Culture, Specialized Legal Translation, Basque Language/Culture, Intro to Translation, Spanish Translation for Healthcare

Member of: Hermanas Unidas (2018-2020), Pre-Veterinary Medical Association (2020-2021)

CERTIFICATION

CPR/AED/First-Aid Certification

CERTIFIED COURSES

Localization Essentials, Udacity

10/2022

Machine Translation, Coursera

10/2022