

Lorena Ramirez

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WORK EXPERIENCE

Hilton Grand Vacations at MarBrisa, 1594 MarBrisa Cir, Carlsbad — *Guest Activities Supervisor*

June 21, 2020 - PRESENT

- Helped with guest activities, including karaoke nights and bingo nights
- Served guests with enthusiastic, helpful demeanor to promote memorable experiences
- Maintained an organized and friendly environment by sanitizing pool chairs and tables

Chick-Fil-A, 3475 Marron Rd, Oceanside, CA 92056 - *Team Member*

Dec 2021-Dec 2022

- Able to handle high numbers of customers daily
- Devoted in creating a welcoming and friendly atmosphere for guests
- Did various tasks at Front of House including bagging, taking orders inside and outside, running food, dining room, and drinks/desserts

Shake Smart, Rimac Annex, La Jolla, CA 92093 - *Shift Lead*

April 2023 - Present

- Provided excellent customer service
- Prepared food and beverages in a timely manner
- Providing guests with knowledge and product information
- Promoted to Shift Lead within a few months

EDUCATION

UC San Diego, 9500 Gilman Dr, La Jolla, CA 92093 -graduating 2026

- Majoring in Cognitive Science: Design & Interaction, minor in Computer Science

SKILLS

- Bilingual (fluent in both English and Spanish)
- Excellent communicator
- Ability to work with groups in a professional manner
- Organized and proficient with time management

LANGUAGES

- English and Spanish

