

Martin Mondaca

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Professional Summary

Most recently, employed as a Specimen Accessioner with LabCorp. Previously worked in customer service for State Farm Bank, Freshly, and most recently Macy's among others. Experience managing groups of up to 15 employees in retail with Forever 21; includes assisting in the interview process, hiring process, and training.

Skills and Abilities

Able to read and speak Spanish fluently. Able to type 65 words per minute. Excellent computer skills. Great communication skills with customers. Very fast learner and willing to grow.

Employment History

<u>LabCorp</u>	Phoenix, AZ	07/2020 – 12/2020
Specimen Accessioner		
	<ul style="list-style-type: none">• Process incoming specimen• Image incoming paperwork onto digital database	
<u>Amazon</u>	Phoenix, AZ	
Warehouse Associate		03/2020 - 07/2020
		03/2015 - 02/2016
	<ul style="list-style-type: none">• Ensured merchandise was properly sorted for shipment.	
<u>Macy's</u>	Tempe, AZ	09/2019 - 02/2020
Platinum Customer Service Specialist		
	<ul style="list-style-type: none">• Assist customers with placing orders, deliveries, and other inquiries.	
<u>Freshly</u>	Phoenix, AZ	
CX Senior Chat Associate		02/2019 - 08/2019
	<ul style="list-style-type: none">• Assist customers with incoming inquiries.• Take on additional tasks as directed by upper management.• Assist teammates with inquiries.	
CX Chat Associate		06/2018 - 02/2019
	<ul style="list-style-type: none">• Assist customers with incoming inquiries.	
<u>State Farm Bank</u>	Tempe, AZ	
Customer Service Representative (Bilingual-Spanish)		03/2017 - 03/2018

- Take incoming calls from bank customers and assist with their accounts.
- Assist Agent members with customer bank products.

Forever 21

Peoria, AZ

Lead of Service

07/2016 - 03/2017

- Manage large groups of associates on sales floor.
- Track email and credit card sign up.
- Assist with store opening and closing tasks.

Sales Associate/Cashier

09/2015 - 07/2016

- Assist customers on sales floor, fitting room, and cash register.
- Helped in the training of new sales associates.

Grand Canyon University

Phoenix, AZ

IT Desktop Technician

04/2014 - 08/2015

- Assist university staff with IT issues both in person and over the phone.
- Ensure that IT issues were resolved in a timely and efficient manner.

Education

Grand Canyon University

Phoenix, AZ

08/2012 – 08/2015

Maryvale High School

Phoenix, AZ

08/2008 – 05/2012

References

Jesus Carranza

Open Force (Team Lead)

623-293-6975