

PROFESSIONAL SUMMARY

Dedicated and organized professional with a strong ability to strategize and prioritize tasks effectively under pressure. Known for creativity and intellectual curiosity, I excel at bringing innovative ideas to the table and delivering high-quality customer service. Proven record of accomplishment in various roles, displaying strong interpersonal skills, problem-solving abilities, and adaptability.

SKILLS

- Customer Service
 -
- Organization
 -
- Time Management
 -
- Teamwork
 -
- Problem Solving
 -
- Critical Thinking
 -
- Safety Compliance
 -
- Cash Handling
 -
- Operating Systems
 -
- Networking
 -
- Computer & Network Maintenance
 -
- Cybersecurity
 -
- Microsoft Office
 -
- Adobe Creative Cloud
 -
- Graphic Design
 -
- Video Production
 -
- Digital Content Creation
 -
- Writing/Typing
 -
- Social Media Management
 -
- VoIP Phone Systems
 -
- Artificial Intelligence
 -
- Leadership
 -

LANGUAGES

- English
 -

HOBBIES

I love gaming, tinkering with technology, and digital content creation. I also enjoy swimming and camping.

EMPLOYMENT HISTORY

MAR 2025 - PRESENT

Electronics Associate, Walmart, Phoenix, Arizona

- Efficiently process transactions, ensuring customer satisfaction.
- Maintain organized displays, boosting product visibility.
- Assist with secured items, enhancing customer experience.
- Recommend products, driving informed purchasing decisions.
- Provide expert knowledge, supporting increased sales.

DEC 2024 - MAR 2025

Frontend Team Associate, Walmart, Phoenix, Arizona

- Processed diverse transactions, ensuring seamless checkout flow.
- Monitored self-checkout areas, enhancing customer satisfaction.
- Delivered prompt customer service, resolving inquiries efficiently.
- Organized merchandise, maintaining orderly and appealing displays.

FEB 2024 - APR 2024

Assitant manager trainee, Kroger/Fry's, Phoenix, Arizona

- Lead frontend team to ensure store efficiency and customer satisfaction.
- Coordinate break schedules and register coverage to maintain workflow.
- Resolve customer disputes and assist with team inquiries promptly.
- Guide customers to available registers for seamless checkout.
- Step in as cashier to prevent long lines, ensuring swift transactions.

JUL 2023 - JUL 2024

Cashier, Kroger/Fry's, Phoenix, AZ

- Handles cash transactions with accuracy, improving checkout efficiency.
- Ensures compliance by verifying IDs for age-restricted sales.
- Maintains a tidy workspace, enhancing store presentation.
- Provides excellent customer service, boosting satisfaction.
- Operates POS terminals efficiently, reducing wait times.

JUN 2019 - NOV 2021

Quality Assurance Associate, Amazon, Tempe, AZ

- Ensured chat quality by monitoring interactions, leading to improved customer satisfaction.
- Created reports enhancing operational efficiency, streamlining processes significantly.
- Improved existing reports with strategic updates, enhancing data accuracy.
- Promptly escalated issues to management, ensuring swift resolution and maintaining service quality.

JUN 2017 - FEB 2018

Call Center Representative, Concentrix, Tempe, AZ

- Managed inbound calls, resolving issues swiftly, enhancing client satisfaction.
- Built client rapport, ensuring accurate billing and seamless transactions.
- Directed calls to specialists, improving service efficiency and client trust.

EDUCATION

JAN 2011 - AUG 2013

Arizona Skills Certificate, Metro Tech High School, Phoenix, AZ

Vocational Trade School for Computer/Network Technology & Cyber Security

JAN 2009 - AUG 2013

High School Diploma, Camelback High School, Phoenix, AZ