

# Anaelis Gonzalez

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## Skills & Expertise

**Languages:** Speaks fluent English and Spanish

**Software:** Basic Microsoft word skills, PowerPoint and Photoshop

**Certification:** Social media marketing from Hubspot

## Professional Experience

**Brinker** | Miami, Florida

Food server ( August 2019 - Present)

- Customer service, greeting customers, taking their orders and making sure everything is good with their meals, always ensuring they receive a fast service and making sure the customer is satisfied.
- Being specific about the items in the menu and answering questions. Giving suggestions for food and drinks and letting them know about any specials.
- Effective communication and resolve complaints ensures satisfaction to them.
- Continuously cleaning lets them know that you care about health, pre-bussing is important always when they finish each meal and making sure they always get re-fills.

**At&t intern** Miami, Florida

(July 2021-Present)

- As a representative, I help customers with their technology issues and purchasing new items
- Knowledge about products and deals.
- Strong computer skills, interacting with customer's requests including orders or billings.
- Daily trainings to stay updated with the company's sales and system
- Shadowing other representatives in the workplace for 16 weeks.
- Helping at least 10-20 customers each shift.
- Answering phone calls each time it rings, answering any questions and involving them into knowing our deals and staying updated with our plans.

## Volunteer Experience

**Charles R Hadley Elementary school** (Miami, Florida)

After school care (April 2016 – October 2016)

- Take care of children and entertain them with a number of different activities, and such as making sure their school assignments are finished so the parents won't have to worry about it too much at home.
- Help teachers or in the school office with computer and paper work related to enrolling students in the school.
- Make sure the students stay safe during playtime and not have conflicts with each other, keeping a close eye on them is important and watching out for any behavioral or emotional issues.

## Education

**Year Up** Miami, Florida

(April 2021- Present)

- Engaged in a 12 week intensive business training phase followed by a 16 week workplace immersion experience

Miami Coral park Senior High School, Miami, Florida

- High School Diploma
- GPA 3.5

Miami Dade College

- Associates in Arts degree
- GPA 3.8