Ulises Alvarez  
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EDUCATION

B.A. University of California, Santa Barbara Degree Received: June 2015

Major: Sociology

Minor: History

Work experience

Macy’s

**Men’s Activewear Shop Captain November 2015-Current**

* Assist customers in shopping for the perfect activewear fit that tailors to their specific needs.
* Ring up customers and help with recovery of the sales floor.
* Use an in-store platform (My Client) to build customer loyalty. This is used to foster relationships with customers and provide personalized service.
* Train new associates by demonstrating how to interact with customers and informing them of their daily tasks.
* Work overnight shifts to do inventory and ensure that customer’s experiences are not disrupted by this process

Home Depot

**Cashier/ Returns Associates, Garden Associate February 2013- November 2013, May 2014-July 2015**

* Responsible for ringing up costumers and to make sure they had a pleasant shopping experience
* Ensure that returned items were compliant with The Home Depot’s return policy
* Answered any questions customers had in regards to the Garden Department.

Little Caesars **January 2012-December 2012**

**Little Caesars Associate**

* Took customer’s orders and form of payment
* Did inventory and ensured that everything was in stock
* Made dough and marinara sauce needed to bake the pizzas

Abercrombie and Fitch

Sales Associate November 2011- December 2011

* Made sure that all clothing on the sales floor were in compliance with the store’s appearance policy
* Answered any questions customers had in regards to clothing.
* Made sure that the sales floor was appropriately stocked with the clothes and accessories per company policy

Mc Donald’s

Cashier September 2010-May 2011

* Took customer’s orders and made sure that the prepared food met the customer’s expectations.
* Served food to multiple customers.
* Provided exceptional customer service in a high paced working environment.

LANGUAGES

English—full proficiency

Spanish—intermediate proficiency

SKILLS

Flexible, reliable, dependable, adaptable, and team player

Can multi-task easily

Software familiarity: Windows OS

Application Competencies: Microsoft Word, PowerPoint, and Excel

Words per minute: 43