

Valeria Mercado

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Education

J.P. Taravella High School

Weighted GPA: 3.9 Unweighted GPA: 3.2

Honors: Certificate of Award in Outstanding Achievement in Engineering

Experience

Food Prep-Volunteer

Center Plate at the BB&T Center

November 2018 - June 1, 2020

- Prepare specified foods such as Burgers, Hot Dogs, Pizzas and Pretzels.
- Set up and maintain assigned work-area in a neat, clean, and orderly manner to facilitate efficiency and ensure food safety.
- Maintain a friendly, efficient, positive customer service attitude toward customers, clients and co-workers.

Champs, Coral Square Mall

September 2019- June 11, 2020: Cashier

- Establish a connection with customers
- Build loyalty with customers
- Make sure every customer is greeted and helped
- Scan items and ensure that the prices and quantities are correct

Amazon Fulfillment, TUS2 Facility

December 28, 2020-Now

- Identify, investigate and correct shipment errors through the use of Kick Out, Optimized Outbound **Problem Solve** (OOPS)

- Putty tools to ensure that customers orders are delivered
- Coach associates in how to **work** safely, and keep their **work** area clean

Skills

- Bilingual English/Spanish
- Certified in Mastercam
- Efficient Multi-Tasker
- Problem Solving Skills
- Ability to work well under time constraints
- Great Interpersonal Skills
- Excellent Communication Skills
- Intermediate level of American Sign Language