

Violet Valencia (Maximo Cortez)

Maximo Cortez
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Professional Experience

Aveda, Blaine, Minnesota United States

Line Attendant, New Hire Trainer March 2019 - 2020

- Quickly learned the skills needed to excel at what my job ask from me.
- Trained all temporary employees in each area from packing, staging, to shipping.
- Self-initiative worker trusted in all areas of warehouse.

East-Side Food Co-op, Minneapolis, Minnesota United States

Produce Assistant, Union Representative March 2017 - 2019

- Responsible for opening and closing the store.
- Helped organize and start a union with my fellow coworkers.
- Attend Union meetings and taught incoming staff of benefits of being a union member.
- Informed customers the importance of farm to table, organic produce, in-season produces.

Domino's, Minneapolis, Minnesota United States

Delivery Driver, Assistant Manager, General Manager January 2013 - 2017

- Trusted with a key to the store to open up at beginning of the day or lock up at the end of the night.
- Tasked with maintaining a balanced staff; training and hiring
- Planned work schedule for the staff and accommodated for busiest times of the day
- Went above and beyond to solve customer issues and complaints.
- Made daily goals and motivated crew to meet them.
- Ordered and kept inventory of food.

Wells Fargo Roseville, Minnesota United States

Retirement Services Bilingual Representative September 2012 – 2013

- Computer and typing skills were necessary to help our clients.
- Handled people's 401k accounts by computer.
- Resolved customer complaints by phone.
- Answered customers' questions, and provided information on their accounts and plans.
- Bilingual skills were necessary to translate information over the phone.
- Processed client transactions like transfers, loans, repayments, and refinances.
- Handled people's private information, social security numbers, addresses, phone numbers.

Chipotle Mexican Grill, Saint Anthony, Minnesota United States

Cashier May 2011 – 2012

- Chipotle's work environment helped me develop customer service, and communication skills.
- Maintained clean and orderly checkout areas.
- Issued receipts, refunds, credits, or change due to customers.
- Answered customers' questions, and provide information on procedures or policies.

Education

Minneapolis Community and Technical College Minneapolis, Minnesota, U.S.

Completed coursework towards Associates Degree in Software Development

University of Minnesota Minneapolis, Minnesota, U.S.

Completed coursework towards Liberal Arts

Additional Skills

- Fluent in Spanish
- Volunteered as a translator at my local Hispanic church
- Organized, creative and self-motivated
- Skilled with HTML, CSS, and Java Script