

Victor M. Diaz

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Summary

Friendly and organized front desk associate with experience greeting visitors, answering phones, and assisting customers with purchases and product info. Skilled in data entry, sales, and handling transactions. Strong phone etiquette, clerical support, and bilingual in English and Spanish.

Experience

Planet Fitness

Front Desk Associate

Paramount, CA
June 2024 - Dec. 2024

- Greeted up to 100+ members daily, creating a positive and professional first impression
- Handled incoming calls and directed inquiries regarding memberships, billing, and gym services
- Assisted customers with sales of memberships and promoted fitness-related products and services
- Resolved member issues promptly, maintaining client satisfaction and retention
- Maintained an organized front desk area and supported clerical tasks as needed

Leadership & Activities

College Corps.

CSU Dominguez Hills

Carson, CA
Aug. 2022 – May 2023

- Distributed food and essentials to families through organized drives and mobile pantries
- Maintained accurate data logs for food inventory, distribution, and service hours
- Collaborated with a team of fellow students to develop community-based solutions and support events
- Participated in weekly reflection meetings and professional development workshops

Education

Cerritos Community College

Associate of Computer Information Systems

Cerritos, CA
Expected May 2026

Paramount High School

High School Diploma

Paramount, CA
June 2020

Skills & Interests

Skills: Customer service & front desk operations, scheduling, data entry, adaptable in fast-paced environments, organized and detail-oriented

Language: English, Spanish

Interests: YouTube, cooking, making digital art, building computers