

# Paula Gutierrez

## Objective

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Seeking a responsible and challenging position in a growth oriented progressive company where my experience and skills will significantly contribute to the overall success of the organization and provide opportunities for my career growth.

## Experience

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2012 - Present

Net Connections

San Lorenzo, CA

### Cashier/Customer Service Rep

- Greet customers as they arrive and direct them to merchandise they need
- Operate cash register and adding machine in order to manage cash for sold items
- Calculate discounts as appropriate

2010 – Present

Linda's Catering

Castro Valley, CA

### Caterer / Food prep

- Reviewed menus/production sheets to determine types and quantities of foods to be prepared for all service areas
- Prep and cook food.
- Set-up tables, clean-up per event, washed dishes, light housekeeping
- Ensure timely service and sanitation of cooking equipment – Maintained cleanliness and health standards in the working station where the food is prepared

2011 – 2012

Warehouse Demo Services

Danville, CA

### Sales Specialist

- Prepared, cooked & served sample of products to customer
- Assist customers with buying decisions when required
- Cleaned & maintained work area
- Demonstrated attention to detail and ability to work in a self-directed manner
- Obtained Food Safety Certificate

2011 – 2008

Total Works Corp.

San Leandro, CA

### Receptionist

- Answered, screened and directed inbound phone calls
- Accepted letters & packages delivered to the front desk. Distributed to appropriate staff.
- Handled general requests for information and data.
- Handled delicate situations –customer requests, special needs & complaints.
- Performed basic customer service functions.

## Education

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2010 – 2012

Merritt College

Oakland, CA

General Education Certificate

## Summary of Qualifications

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Bilingual Professional with diverse experience in Customers Service positions. Proven ability to research, identify, and quickly resolve problems. Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients. Committed to and recognized for outstanding quality of work and customer service.

## References

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References are available on request.