

# *Elenita M. Antonio*

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**Job Objective: Retail Sales Marketing**

## **HIGHLIGHTS OF QUALIFICATIONS**

- ❖ Committed to excellent service and customer satisfaction
- ❖ Experienced in sales, cashiering, shipping and receiving
- ❖ Sensitive to cultural and ethnic diversity
- ❖ Supervised and trained new employees with diplomacy
- ❖ Bilingual, English/Tagalog

## **SKILLS AND ABILITIES**

### **Office Skills**

- ❖ Composed and typed correspondence and documents
- ❖ Maintained records of deliveries
- ❖ Answered busy telephones, responded to callers needs, routed calls, received messages
- ❖ Filed, used alphabetical and numerical systems
- ❖ Operated general office equipment, copiers and fax
- ❖ Networked with local agencies, provided referrals
- ❖ Prepared records of membership participation and service needs

### **Supervisory and Leadership Skills**

- ❖ Supervised and trained new employees
- ❖ Facilitated group meetings, encouraged all individuals to participate
- ❖ Represented program at monthly meetings
- ❖ Served as Secretary and Treasurer for social organizations

### **Customer Service Skills**

- ❖ Effective with difficult people, patient personality and strong self-control skills
- ❖ Responded to customer needs in prompt, friendly manner
- ❖ Maintained clean and customer welcoming department and fitting area
- ❖ Served as head cashier, accurate in closing out
- ❖ Server / Banquet for Marriott

### **Education**

Health Education-Alcohol/Drug Program Specialist, Certificate Hartnell College (June 2005)  
CAARR-Qualifying Educational Component in AOD (155 classroom hours)

### **Experience**

2012 - Currently	Relief Staff	Community Human Svc, Seaside, CA
2012	Recovery Team	JC Penney's, Salinas, CA
2005-2010	Facilitator/ Counselor	Sun Street Out Patient Services, Salinas, CA
2004-2005	Facilitator/Counselor	Stimulant Abuse Recovery Center,
2002-2007	Sales Clerk	Ross Dress for Less, Salinas, CA
2001-2002	Housekeeping	Doubletree Hotel, San Jose, CA