

# CELESTE BARBOZA

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501 Roland Lane #39 , Kyle, TX 78640  
Cell: (512) 667-2312 : barboza1913@yahoo.com

## Overview

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Seeking employment that allows the opportunity to engage with clients and customers, utilize customer service based interpersonal practices, and provide dedicated customer care. As well as the opportunity for personal and professional growth. Enthusiastic performance and results-driven with proven ability to establish strong rapport with clients.

## Core Strengths

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- Strong Interpersonal Skills
- Seasoned in conflict resolution
- Telecommunication skills
- Courteous demeanor
- Visual merchandising proficiency
- Skills Professional Etiquette
- Opening/closing procedures
- Strong organizational skills

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## Work Experience

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### Premium Guest Services/Concierge Supervisor

August 2012 to Current

#### Circuit of the Americas- Stadium People by Innovative - Austin, TX

- Meeting and exceeding customer expectations by providing absolute assistance, promptly addressing guest requests and issues and following up after resolved.
- Assisting as directional and information source for facility and Greater Austin Area and attractions.
- Coordinating team positioning and placement to maintain traffic flow during events.
- Exhibit positive behavior to fellow team members and guests and expedite proper protocol.
- Ensure that all employees abide by company standards as well as follow safety procedures

#### Supervisor Reference Contact:

- Michelle Esper-Martin - (512) 784-8009
- Scott Salmon - (214) 232-0806

### Veterinary Technician Assistant

March 2012 to August 2012

#### Four Paws Veterinary Hospital - San Marcos , TX

- Monitored animals recovering from surgery and notified veterinarian of any changes.
- Restrained and managed scared and active animals.
- Prepared, processed and analyzed lab samples.
- Educated clients about responsible pet ownership and importance of vaccines and preventatives
- Laid out surgical equipment and passed instruments and materials to veterinarian during surgical procedures, and performed post-op sterilization of surgical area and instruments.
- Operated diagnostic equipment such as radiographic and laboratory equipment
- Recorded vitals, and gathered information for patient profiles during patient visits
- Maintained kennel areas, and facility during appointments, boarding and hospitalized patient visits.

#### Supervisor Reference Contact:

Julie Woosley - (512) 396-7297

Christina Quaid - (512) 667-4637

### Dental Assistant

December 2011

#### Comfort Dental- Stone Oak - San Antonio, TX

- Greeted and prepared patients for dental examinations.
- Thoroughly gathered and recorded medical and dental histories and vital signs of patients.
- Properly sterilized dental equipment and examination rooms in accordance with infection control policies.
- Effectively operated x-ray machines, gently and skillfully took and developed radiographs, developed and mounted x-rays.

- Provided appropriate postoperative instructions as prescribed by dentist.
- Correctly arranged instrument trays prior to dental procedures and surgeries.
- Expertly filed patients' charts and billing and payments.
- Actively participated in outreach programs for uninsured and under-insured children

#### **Sales Associate/ Cashier**

January 2011 to July 2011

#### **Shepler's Western Wear and Apparel - Austin, TX**

- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Answered customers' questions and addressed problems and complaints in person and via phone.
- Helped customers select products that best fit their personal needs.
- Maintained visually appealing and effective displays for the front end, Ladies' and Children's departments.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- Point of sale transactions and till reconciliation.

#### **Customer Service Representative**

February 2006 to June 2008

#### **Domino's Pizza [Trudy's Inc. LLC - Kyle, TX**

- Opened and closed the store, which included counting cash drawers and making bank deposits.
- Inbound and In-Person customer care
- Balanced the needs of multiple customers simultaneously in a fast-paced retail environment.
- Offered direction and gave constructive feedback to motivate team members.
- Built and maintained effective relationships with peers and upper management.
- Recruited, hired, developed and retained talent for the company for various positions within.
- Trained newly hired team members for CSR position

Supervisor Reference Contact:

Rory Buckner - (512) 291-8300

#### **Educational Background**

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#### **Graduate : Distinguished Achievement Plan , 2008**

#### **Jack C. Hays High School - Buda, TX**

- Recipient of State of Texas Early High School Graduate Scholarship
- Completed Texas requirements for diploma in three years
- Dual-enrollment in college

#### **High School Diploma : 2008**

#### **Pre-Med-Veterinary Medicine**

#### **Austin Community College - Austin, TX**

#### **Accomplishments**

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- Future Farmers of America (FFA) Secretary for Office Hays County Stock-Show Participant Blue Ribbon Baked Dish Blue Ribbon on Boer Goat
- Jump Rope For Heart Organization Top Earner
- Santa Cruz Catholic Church First Year Communion Assistant Instructor
- Lockhart Humane Society Volunteer
- Austin Animal Center Visitor/ Volunteer
- Haven For Hope, San Antonio, Dental Assistant Volunteer Smiles of Hope Participant
- OSHA Training
- Career Preparation Course
- College Accredited Technology Course
- Microsoft Office Applications
- Lehman High School Principal Assistant's Aid - Inbound/Outbound, Call Routing on Multi-line Phone System, Mail delivery, Copies, Fax and Filing responsibilities, and E-Mail Communication, Directional Assistance for Visitors and Guests.