

## MARIA ANDRADE

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## **Customer Service Professional**

### **Summary of qualifications:**

Recognized and awarded customer service professional with 7 years of providing outstanding customer service in-person and on the phone; dependable, reliable, and hardworking; highly motivated to learn new skills; work well independently or as a team player; excellent interpersonal communication skills; Problem Solving, Organization, Analyzing Information; outgoing, fun, and energetic,

### Skills:

- Cash register
- Professional in-person and phone
- Customer Service

### *Highlights and Achievements:*

- Recognized multiple times by manager and customers for providing “Outstanding Customer Service”
- Received a promotion and raise for excellent customer skills and reliability

## Work Experience

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**Cashier**

- Server for the customers
- Balanced register at the end of each shift
- Worked with customers, take food / drink orders
- Ringing up purchases, provide exact change
- Operating credit cards machine
- Answered questions about menu items
- Greeted and patrons and bagged food orders

### **Cashier**

- Server for the customers
- Balanced register at the end of each shift
- Worked with customers, take food / drink orders
- Ringing up purchases, provide exact change
- Operating credit cards machine
- Answered questions about menu items
- Greeted and patrons and bagged food orders/

### Sales Associate

Safeway Santa Rosa, CA

- Provide one-on-one customer service

- Balanced register at the end of each shift
- Worked with customers, take food orders
- Ringing up purchases, provide exact change
- Operating credit cards machine
- Answered questions about menu items
- Greeted and patrons and bagged food orders
- Accurately re-stocked and logged inventory every night
- Handled cash, credit, gift card and ATM transactions
- Assisted customers with returns/exchanges

**Education & Awards:**

Vicente Guerrero High School

Tijuana, Mexico

April 1982

- **Received High School Diploma**