

Sandy Herrera
San Jose, CA 95121
(408) 856.4861
Sandyherrera50@yahoo.com

OBJECTIVE: Seeking an opportunity as a Retail Associate, Cashier; delivering customer service, customer satisfaction to pursue recurring business, achieving bottom line results.

SKILLS SUMMARY:

Dedicated and experienced professional who is warm with people and meets deadlines. Can engage customers by building a positive rapport to completely understand their needs and expectations.

SKILLS PROFILE:

- Food Preparation Certificate
- Deliver superior personal customer service
- Ability to learn new task quickly
- Knowledge of P.O.S transactions: money, checks, Credit/debit cards.
- Able to follow written and oral instruction
- Work efficiently under pressure
- Bilingual: Spanish and English
- Excellent communications skills

PROFESSIONAL EXPERIENCE:

Bon Appetit
San Jose, CA
Microkitchen Assistant

07/2012-05/2013

Ordered and stocked dairy, fruit, cereal, beverages, cups, spoons, knives, forks, napkins, lids, coffee, and other supplies. Cleaned and sanitized espresso and cappuccino machines as well as the counters, cooler, cereal containers. Maintained a clean and organized storage room.

El Pollo Loco, San Jose, CA
Cashier

03/2012-06/2012

Took orders, handed out food to customers, gave the right amount of change back, took drive thru orders via head set. Prepared orders received thru order confirmation board and input sale on the cash register. At the end of the shift prepared salsa for drive thru and also prepared about 80 to 100 crunchy tacos for the next day and labeled trays. Restocked spoons, forks, knives, napkins, cups, plates, lids, and cleaned the area. Cleaned entire lobby including tables, sweeping, mopping, and sanitizing bathrooms, as well as, cleaning the salsa bar.

Target, San Jose, CA
Team Member

09/2006-10/2010

Performed cashier duties by helping guests check out in a timely manner; provided the right amount of change. Answered telephone calls and redirected call to designated area. Oversaw fitting room, issued guests numbers according to items; restored order and cleaned fitting room and put all items to go back to the floor on the appropriate racks by the end of the shift. Worked guest services; processed merchandise returns, separated into soft lines, hard lines and toys, electronics and grocery. Stocked and operated scanner to locate price, inventory and the proper location for items.

EDUCATION: Rare Adult High School, High Diploma Pending, 2015
Evergreen College: Pursing a Degree in Criminal Justice

COMPUTER SKILLS: Microsoft Word, Excel, Access, PowerPoint, Outlook

Reference available upon request