

Tanya Gonzalez

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OBJECTIVE

To obtain a position as a retail associate where I can utilize my skills and experience to provide exceptional customer service

RELATED EXPERIENCE

Customer Service

- Demonstrated ability to work in a fast paced environment and assist customers in a friendly manner
- Addressed customer complaints and implemented appropriate solutions
- Communicated with customers through the phone and in person
- Assisted customers with their personal insurance needs, including issuing and adjusting auto, homeowners and personal property policies

Retail

- Assisted customers at checkout and customer service counter
- Completed tasks necessary for the opening and closing of a retail store
- Maintained a neat and clean appearance of the front end of the store

Management

- Maintained inventory and company reports as store manager
- Monitored cash and executed bank deposits
- Supervised 4 to 8 employees at a time in a retail store

WORK HISTORY

Server , Hannibal's Catering	Sacramento, CA	May 2013-Present
Commercial Lines Assistant , Rogers Insurance Services	Danville, CA	2009-2012
Telephone Sales , K-Designers	Gold River, CA	2008-2009
Insurance Specialist , USAA	Sacramento, CA	2002-2007
Office Assistant , Menlo Park Fire Protection District	Menlo Park, CA	1999-2001
Head Cashier , Drug Emporium	Fremont, CA	1993-1995
First Assistant Manager , Taco Bell	Fremont, CA	1991-1993
Shift Supervisor , Carl's Jr.	Newark, CA	1989-1991

EDUCATION

Criminal Justice Major, Sacramento City College Sacramento, CA 2010-Present