

Bertha Yanes

Phone: (310) 602-9680

Email: beeyanes@gmail.com

Career Objective:

Obtain an employment opportunity where I will be able to apply and enhance my current skills while obtaining new crucial talents.

Highlights:

- Excellent written and oral communication skills; English and Spanish
- Ability to work fast and multitask under stressful situations
- Team player
- Microsoft Office Proficient
- Cash handling experience

Education:

B.S. Business Administration
CSU East Bay Hayward, CA

Expected Graduation Date: June 2016

Professional Experience:

Sales Representative

Verity Concepts

Dec 2014 – May 2014

- Maintain a positive, upbeat attitude
- Inform customers of our products and its benefits
- Interview customers to better meet their needs
- Handle customer issues, complaints and requests
- Create customer rapport to maximize office sales and profit
- Follow up with customers to ensure customer satisfaction
- Keep customers engaged and excited in order to close the deal
- Present product in an engaging way
- Use of objections and rebuttals to show customer the benefits of our services and products
- Meet office daily sales goal and maximize store promotions
- Train entry level selling and closing techniques

Shift Leader

Chipotle

April 2012 – Oct 2014

- Ensuring that no shift is overstaffed.
- Completing daily and weekly staffing scheduled
- Coordinating break and meal periods for staff according to activity levels.
- Directing employees through their daily routines.
- Motivated staff to deliver better results.
- Resolving any pay discrepancies
- Monitoring staff performance during a shift and addressing any shortcomings.
- Ensuring that quality audits are completed to high standard.
- Being involved and contributing to team meetings.
- Keep staff motivated and make sure line is running on time

Front Desk Assistant**Educational Opportunity Program****January 2010 – March 2013**

- Create a cheerful and welcoming environment
- Greet and attend to guests needs
- Answer and transfer incoming phone calls
- Respond to general emails and voice-mails.
- Maintain front office, supplies closet and resource room neat and organized
- Pull out folders for students being seen by counselors and file back after meeting
- Check in students and notify counselors of student arrivals
- Schedule appointments and manage daily drop-in list
- Send out reminder e-mails and calls
- Update student services and activities board.
- Receive, send out, and distribute daily mail
- Order supplies and shredded document pick up

Personal Caregiver**June 2010 – Sept 2010**

- Assist patient with daily tasks and routines
- Keep house dust free
- Make sure meals are made and ready to serve by patients meal time
- Ensure patients grandchildren are looked after and kept safe.
- Engage with children and establish a strong bond
- Fulfillment of daily errand task sheet.
- Help patient move from location to location with ease

Staff**Lennox Enrichment After-School Program (L.E.A.P.)****August 2009 – June 2010**

- Create and implement academic and enrichment activities in accordance with program expectations
- Maintain a safe and effective learning environment that complies with state code
- Ensure class of 20-25 students are fully engaged in classroom activity and promote responsible student behavior
- Collaborate with other staff, teachers and parents to help identify unique student needs
- Address learning challenges, and student progress information
- Overlook student break time
- Make sure students are fed and hydrated after outdoor activities