

# Lorri Casarez

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## Summary

Upbeat, driven and results-focused professional seeking a customer service position in a fast-paced retail environment. Service-focused professional and friendly team player with a knack for building productive working relationships. Extensive cash handling experience. Personable Customer Service Associate dedicated to providing the highest level of customer service. Outgoing, and efficient with the capacity to multi-task.

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## Highlights

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|--------------------------------|-------------------------------|
| • Inventory control procedures | • Organized                   |
| • Employee scheduling          | • Time management             |
| • Cash handling accuracy       | • Detail-oriented             |
| • Store planning and design    | • Excellent multi-tasker      |
| • Flexible schedule            | • Strong communication skills |

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## Experience

### Care Provider

June 2011 to May 2012

Santa Clara County In Home Supportive Services - San Jose, CA

Developed patient care plans, including assessments, and evaluations and provided treatment within scope of practice as defined by state law. Educated patients about their treatments. Served as a liaison between patients and physicians to assist patients in understanding their treatment plans. Monitored patients with acute conditions. Obtained vitals. Provided on-call care at all times of day and night.

### Assistant Manager

July 2008 to February 2009

KB Toy Stores - Milpitas, CA

Answered customers' questions and addressed problems and complaints in person and via phone. Opened and closed the store, which included counting cash drawers and making bank deposits. Addressed customer inquiries and resolved complaints. Stocked and restocked inventory when shipments were received. Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts. Completed weekly schedules according to payroll policies. Addressed and corrected sales staff communication issues in a tactful and effective manner.

### Cashier / Stocker

July 2006 to October 2007

Petsmart - Milpitas, CA

Kept the showroom clean and maintained neat, orderly product displays. Built customer confidence by actively listening to their concerns and giving appropriate feedback. Communicated merchandise needs and issues to appropriate supervisors in a timely fashion. Built and maintained effective relationships with peers and upper management.

### Receptionist

October 2003 to October 2004

Bay Area Moving - San Jose, CA

Managed the receptionist area, including greeting visitors and responding to telephone and in-person requests for information. Served as central point of contact for all outside vendors needing to gain access to the building. Dispersed incoming mail to correct recipients throughout the office. Made copies, sent faxes and handled all incoming and outgoing correspondence. Organized files, Properly routed agreements, contracts and invoices through the signature process.

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## Education

High School Diploma : 1984

Abraham Lincoln High School - CA