

LILIANA ARCOS
22302 MEEKLAND APT B AVE
HAYWARD, CA 94541
408.991.5775 lilianaarcos@yahoo.com

OBJECTIVE:

Responsible and dedicated looking for a company that needs someone with excellent guest-service skills. Great customers service quality.

WORK EXPERIENCE:

**DANWORTH MANUFACTURING, HAYWARD, CA
QUALITY INSPECTOR (2013 TO PRESENT)**

Maintain quality standards by approving incoming material, in-process production and finished products. Conducting visual test to approve material. Approve to return products for re-work. Maintain safe and healthy work environment by following standards and procedures, complying with legal regulations. Accomplished quality and organization by completing related results as needed.

**JC TAX SERVICES, HAYWARD, CA
RECEPTIONIST (2011-2014)**

Greet, assist and direct guest to the right person. Ability to deal with multi-lines phone, email and fax enquiries in order to pass on the message to the appropriate person. Scheduling appointments for the accountant. Ship and receive packages to distribute mail. Maintain a sufficient record of office supplies. Manage to issue security passes. Experienced in giving information and answer questions to all the clients. Able to keep an organized reception area. Comprehensive knowledge of organizing reading material in the waiting area.

**MISSION HAND WASH, HAYWARD, CA
CASHIER (2009-2014)**

Greet customers as they arrive at the store and provide them with information about products and services. Respond to customers' complaints to resolve their issues. Identify prices of goods and services using memory or scanner. Enter transactions in the cash register and always provide the total bill. Count money at the beginning of each shift. Ensure that all checkout counters have enough cash. Process credit card payments. Issue gift cards. Assist in stocking shelves rotating merchandise and marking prices. Maintaining daily transaction reports. Train other staff members to work as cashier. Keep the work area tidy and clean.

**ALAMEDA COUNTY YOUTH LEADERSHIP ACADEMY
STUDENT REPRESENTATIVE (2004-2008)**

Student representative to County Board which provides health care services to foster care children, pregnant teens and low-income high school students. Board presents vital statistics about economic data for youth to us for four months. Certification upon completion.

**HAYWARD POLICE DEPARTMENT
POLICE EXPLORER (2003-2005)**

Gave presentations to teenagers in the community about self-discipline, how to properly conduct themselves; inspire them to stay in school, out of gangs, off drugs and go to college. Visited hospitals and retirements homes. Collected toys and food and distributed them to shelters and low-income families.

EDUCATION:

MT. EDEN HIGH SCHOOL, HAYWARD (DIPLOMA JUNE, 2006 GPA 3.25)

California Academic High School Exit Exam (Passed 2004) Computer Technology I , Certificate of Completion: January, 2003 Alphabetic Keyboarding Certificate of Completion: January, 2003 Principal's Honor Roll (2002-2004); Perfect Attendance Award (2004-2006) Puente Program (2003-2006); 3D Design; Advance Dance, Hayward Police Department D.A.R.E Certificate of Recognition: June,9 2003 (Drug Use is Life Abuse Program) Girls Scout Certificate: June 6, 2003

OTHER SKILLS AND QUALIFICATION:

Computer Skills: Windows 98; MS Word and PowerPoint; Corel WordPerfect; Keyboarding 37 wpm. Bilingual (Spanish/English). Dependable, trustworthy, easy-going.

EXTRA CURRICULAR ACTIVITIES:

Mt. Eden High School: Hip Hop Club (2004)
Hayward: Youth Club Member (2004); Volunteer (events and fundraisers)
(2003) Mexican Folkloric Dance (2008-2013)

St. Bede's Church,
Girls Scouts of America