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## Michelle Aguilar

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- Objective**
- Seeking a challenging position where I can utilize my skills and experiences. With a 4 year track record of success, providing exceptional customer service and building customer loyalty; I offer my experience and acquired skills to help you meet your customer service needs.
- Experience**
- Aramark, San Jose, CA 03-2013-Present  
**Supervisor , Food Service, Merchandiser, Customer Service**
- Demonstrated a high standard of customer service and coordinating skills; managing a high-volume workload within a deadline driven environment, meeting various customer needs.
  - Great communicator, efficient problem solving, fast learner and delegating. Strong team building and interpersonal skills. Good listener and articulate enabling me to diffuse difficult customer or employee situations with tact and ease
  - Assisting Manager in week-end and month-end closing, inventory planning, orders, budgeting, and payroll.
  - Managing all cash flow and process including but not limit to bank verifications, making change fund orders, daily and weekly safe audits.
  - Managing FOH staff, upholding policies, procedures, and standards in the absence of manager.
  - Selected to train new customer service professionals and cashiers. Assuring a consistent quality of service and professional environment.
- Bon Appetit, San Jose, CA 01-2008-03-2013  
**Supervisor , Food Service, Merchandiser, Customer Service**
- Demonstrated a high standard of customer service and coordinating skills; managing a high-volume workload within a deadline driven environment, meeting various customer needs.
  - Great communicator, efficient problem solving and delegating. Strong team building and interpersonal skills. Good listener and articulate enabling me to diffuse difficult customer or employee situations with tact and ease
  - Managed inventory planning, orders, budgeting and audits.
  - Managed cashiers and cashier processes, upheld policies and procedures in the absence of superiors.
- Education**
- James Lick High School 2001-2003
  - Independence Adult Education 2011  
High School Diploma
- Skills**
- I am a quick learning, self-motivated, friendly, hard working individual with ability to multi-task. I have experience with Windows XP and Excel Spreadsheets. I am bilingual; fluent in both English and Spanish.