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Objective

Customer service management role in fast paced environment, where managing, leading and assuming responsibilities of all customer care activities and services, will ensure that the organization has broad-based, satisfied clientele.

Relevant Skills

Telephone Skills, Verbal Communication, Bilingual(Spanish/English) Microsoft Office Skills, Listening, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Phone Skills, Supply Management

Employment History

Mc Donald's Fast Food Chain Restaurant

March 2014 - Present

Crew Trainer – Assistant Manager

Solved all major customer problems/queries that subordinates were not able to solve earlier. Trained and supervised crew members professionals to ensure optimum satisfaction of clients. Managed a team of Crew/Staff Associates that focused on meeting Customer Service efficiency and quality

standards. Great customer service at all times. Helped with restaurant maintenance and scheduling of breaks.

Education

BrenkWitz HighSchool

Graduated June 2014 ; High School Diploma