

JOAQUIN G DAVALOS

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Pastry cook

Professional with extensive customer service experience including: project management, Staff training, Sales and process improvement. Proven leader adept at motivating teams to reach consensus and achieve desired goals.

PROFESSIONAL EXPERIENCE

La Boulangerie De San Francisco. 10/2015 - 5/2016

Pastry cook
Daily preparation and production, dough mixing , baking.

REI, Recreational Equipment Inc. San Francisco, California 10/2007 – Current
A nationwide outdoor retailer

Patisserie Delanghe, San Francisco, California
Sales Staff
Ring transactions, stock product, over the phone orders, barista, general bakeshop duties.

Tango Gelato. San Francisco, California
Staff supervisor, production assistant, sales staff
Train staff, supervise daily activities, opening and/or closing of store, sales reports, bank deposits, assisted with production.

REI
Department Lead, Warehouse Supervisor, Cashier, Sales Specialist

- Opening and closing of store; cashier and restocking of merchandise
- Care for the general appearance of the store with an emphasis on visual display
- Setup and supervision of store inventory.
- Warehouse supervision .
- Implementation of new technology used within the store
- Development of store procedures to further improve customer experience and increase sales
- Provide feedback from employees and customers to Management team
- Assist with recruitment processes by interviewing job applicants and providing feedback to Management

DPI Specialty Foods. San Francisco, California 10 /2013 – 10/2014
A specialty food distributor for the West Coast

Sales Representative
Manage and maintain specialty food product sales for 10 major grocery stores and 1 independent market.

- Build and maintain relationships with store managers to enable continued partnership and maintain monthly sales
- Write and fulfill product orders on a weekly basis

- Monitor and maintain inventory via Siebel sales database
- Daily visits to client regions to ensure appropriate stock conditions, rotation and presentation of product.
- Advise Store Managers on promotional products; provide feedback on marketing strategy

William's Sonoma San Francisco, California **06 /2006 - 05/2008**
 A specialty retailer of home furnishings and cookware

Sales Associate

- Opening and closing of store; cashier and restocking of merchandise
- Care for the general appearance of the store
- Process phone orders
- Participated in store demonstrations of various products

Big Pagoda Company San Francisco, California **4 /2004 – 5/2005**
 Custom home furnishings and accessory retailer

Assistant Store Manager

- Supervised Staff
- Recruitment duties; hired and trained all incoming staff members
- Supervised custom orders from order to delivery
- Handled bank deposits
- Audited daily transaction reports each day
- Coordinated product shipments
- Established and maintained communication with new and current vendors
- Provided customer complaint resolution
- Oversaw restocking of merchandise and care for overall store appearance

EDUCATION/PROFESSIONAL DEVELOPMENT

UNIVERSIDAD IBEROAMERICANA, Mexico City- BS, Food Technology 2000

CITY COLLEGE San Francisco, Baking and Pastry program 2014-2015

TECHNICAL PROFICIENCIES

Microsoft Office (Word, Excel, Outlook, PowerPoint), Adobe Acrobat, Siebel