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OBJECTIVE

Help deliver San Manuel Casino vision and values as well as build a lifelong relationship with our customers.

PROFESSIONAL SKILLS

Excellent communication, customer service, interpersonal relations
Ability to cross-sell products and services.
Highly organized and ability to multi task.
Team player; able to keep others focused on our goals.
Computer skills; Microsoft Word, Excel, PowerPoint, and Outlook
Ability to ensure compliance with internal controls and procedures, leadership skills.
Ability to make a collective decision to resolve an issue.
Quick to learn, master and sell new product offerings.
Able to work long shift and as many shifts needed.
California food handlers card.

PROFESSIONAL EXPERIENCE

Wells Fargo Bank, Highland & Arrowhead

Lead Teller (07/2013 – Current)

- Develop new team members to build relationships with customers for product and service cross-sell opportunities.
- Demonstrate leadership by helping team members further their careers.
- Coach and develop team members by providing observations and feedback in their current position.
- Train new team members to cross sell during transactions.
- Assisting with audit by making sure all the tasks are completed correctly as well as reviewing past work.
- Demonstrate leadership with team members while helping them achieve their quarterly goals as well as meeting self goals.
- Making sure the compliance and procedures are done effectively and correctly.
- Holding team members accountable when proper procedures are not being met.
- Preventing fraud by utilizing the resources being providing to myself.
- Promote a team work environment by actively supporting and coaching the less experienced.
- Assist Service Manager in managing the team as well as help do the daily back shop operations.
- Help team members succeed by observing and coaching in the correct direction.
- Perform customer account research and special projects as assigned by branch operations supervisor.
- Stay current on our product promotions and web-based compliance training.
- Understanding the banking operations, guidelines and compliances and utilizing them to benefit the customer.

- Discuss and analyze needs and requirements with customers for financial products and services.
- Mentoring team members to achieve their promotions.
- Work in a fast paced environment, multitasking while assisting with all the tellers.
- Help with daily customer concerns, assisting in resolutions satisfying both the client and management.
- Demonstrated management while helping unsatisfied customers turn their experience around to satisfy the customer.

Buffalo Wild Wings

Server (02/15 – Current)

- Marketed, Advertised, and recommended menus to ensure customer satisfaction.
- Trained new servers.
- Provided a welcoming environment to ensure customer guarantee.
- Served and maintained orders while multitasking.
- Delivered exception, friendly and fast service.
- Managed closing duties and restocked to get ready for the next shift.
- Effectively communicated with kitchen staff.
- Worked in a team to help all servers meet all guest needs.
- Served large party guests and accurately too orders.
- Served large and small groups during shift.
- Worked well under pressure.

Metro Bar And Grill

Cocktail Waitress(05/10 – 08/12)

- Assisted with customer service complaints.
- Brought the most amount of tips as any other server.
- Maintained a conversation with customers while taking there orders.
- Spoke about products as w such as the sauces as well as presented them to customers.
- Arranged, organized and greeted each customer.
- Served each customer in a professional, courteous, and timely manner.
- Responsible for security procedures, such as arming and disarming security systems, making sure the cash was secured, and assuring the store was ready to open the next day.
- Helped customers with promotional deals.
- Checked identification to sure proper age for consuming alcohol
- Served food and beverage in a timely manner.
- Assured all sales goals where met monthly.

EDUCATION

- Pomona Catholic High School
Pomona, Ca
Diploma
- Chaffey College
Rancho Cucamonga, Ca
Current Student