

Sandra Merida
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Highlights

- * Communication and interpersonal skills, easily interacts with customers, executive, and staff
- * Fluent in Spanish
- * Motivated team player
- * Goal-driven achiever with time-managing skills
- * Organizational and clerical skills
- * Learns and applies laws, rules, and regulations to complete tasks
- * Mathematical skills-perform and interpret calculations quickly and accurately

Education

California State University of Los Angeles: Diploma anticipated-
December 20, 2016
Bachelor of Arts in Sociology with concentration in Law and Society-
170 units Los Angeles, CA

Riverside Community College: Diploma- June 2014
Associates of Arts in Criminal Justice
Riverside, CA

John W. North High School: Diploma- June 2009
High School Diploma
Riverside, CA

Professional

Experience

Teller - Altura Credit Union

January 2015- Present
Riverside, CA

- * Welcome members into the branch in a courteous manner
- * Assist members with their financial transactions while providing a successful and rewarding experience
- * Maximize each members' profitability potential
- * Responsible for demonstrating excellent member service
- * Obtained pertinent information concerning such items as income, other financial resources, and citizenship status
- * Maintained a focus on meeting customer needs and related to people from various backgrounds

- * Complete necessary documentation pertaining to account fraud as needed and maintain knowledge of current state and federal laws and regulations regarding such accounts
 - * Accurately balancing assigned cash drawer and/or vault and CDM's and meeting cash balancing standards established by Altura Credit Union
 - * Maintained professional interactions with customers
- Retail Cashier- Sally Beauty Supply and Equipment

August 2011- December 2015

Riverside, CA

- * Greet Customers
- * Build confidence with customers
- * Create customer profile records
- * Processing payments using cash, checks, and credit cards
- * Excellent communication and problem solving skills
- * Ability to interact courteously with people of diverse professional and cultural backgrounds
- * Proficient with various software programs

Cashier- Johnny's Burger #1

March 2009-September 2011

Riverside, CA

- * Took accurate and complete customer orders
- * Obtained Food handlers card
- * Bagged drive through orders and organized food that for dine in area
- * Delivered customers meals and filled up drinks when needed
- * Managed register, which included all credit card and cash operations
- * Maintained safe and clean working environment by complying with health regulations
- * Multi-tasked by taking orders, provided good customer service while maintaining productivity
- * Maintained cordial manners under complex situations
- * Bussed tables and sanitized all plates and dishes