

**Melissa Lopez**  
San Jose CA, 95123  
(408) 799-6349  
[mlopezt021@gmail.com](mailto:mlopezt021@gmail.com)

**EDUCATION:**

**B.S. in Business, International Business**, San Jose State University, San Jose, CA, Expected May 2019

Overall GPA: 3.5

**High School Diploma**, Santa Teresa High School, San Jose, CA 9512

Overall GPA: 3.8 Graduated with honors

Key Club, Member

**WORK EXPERIENCE:**

California's Great America, Santa Clara, CA, **Food Associate/Cashier**

07/2014-08/2014

- Provided friendly guest customer service and heartfelt hospitality, while promptly and empathetically handled guest complaints.
- Demonstrated integrity and honesty while integrating with guest, team members and managers.
- Handled currency and credit transaction quickly and accurately.
- Reported to each shift on time and ready to work.
- Maintained clean and safe environment, including in the kitchen, and bathrooms.

Chavez Supermarket, San Jose, CA, **Cashier**

01/2015-05/2015

- Greeted customer promptly
- Received customer payments and processed customer returns.
- Described products and services in detail.
- Reported security and service incidents to management.

Silicon Valley House Cleaning LLC, San Jose, CA, **Payroll Assistant**

07/2014-Present

- Manage payroll for an organization of 8 personnel, and maintain daily bookkeeping report.
- Compile internal report as requested (salaries, bonuses, hours worked)
- Prepare cash tax forecasts for planning and estimated payments.
- Translated client's instructions to non-English speaking employees.

Hahn Thompson Child Care, San Jose, CA, **Child Care Assistant**

08/2015-Present

- Promote language development skills through reading and storytelling.
- Assist the lead teacher with snack time, arts and crafts.
- Organize small group of children while transporting them from school to child care facility.
- Maintain a child-friendly environment by allowing frequent access to outdoor activities.
- Use constructive problem-solving techniques to resolve parent and children dispute.
- First Aid and CPR Certified.

**SKILLS:** Language: Fluent in Spanish, Computer: Microsoft Word, familiar with Excel

**ACTIVITIES:**

Latino Business Associate Students, Member

The National Society High School Scholars, Member



**Cashier Test**

**Score / 15**

$10/15 = 67\%$

- b 1) A roll of quarters is worth?
- a) \$5.00
  - ☒ b) \$10.00
  - c) \$15.00
  - d) \$20.00

- a 2) A roll of dimes is worth?
- a) \$5.00
  - b) \$4.00
  - c) \$3.00
  - d) \$2.00

- c 3) A roll of nickels is worth?
- a) \$8.00
  - b) \$6.00
  - c) \$4.00
  - ☒ d) \$2.00

- a 4) A roll of pennies is worth?
- a) \$1.00
  - b) \$0.75
  - ☒ c) \$0.50
  - d) \$0.25

- v 5) What does POS stand for?
- a) Patience over standards
  - b) Percentage of sales
  - ☒ c) Point of sales
  - d) People over service

- 8.75  
15% 6) What is the current sales tax rate in your city 15%?

- c 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?
- a) \$4.06
  - b) \$2.06
  - ☒ c) \$7.06
  - d) \$5.06

$$\begin{array}{r} 1.25 \\ + 0.90 \\ + 0.79 \\ \hline 2.94 \end{array}$$

$$\begin{array}{r} 10.00 \\ - 2.94 \\ \hline 7.06 \end{array}$$

- b 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?
- a) \$19.50
  - ☒ b) \$14.50
  - c) \$9.50
  - d) \$4.50

$$\begin{array}{r} 10.50 \\ + 10.50 \\ \hline 21.00 \end{array}$$

$$\begin{array}{r} 7.25 \\ + 7.25 \\ \hline 14.50 \end{array}$$

- d 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?
- a) \$6.00
  - b) \$8.00
  - c) \$10.00
  - ☒ d) \$12.00

- a 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?
- a) \$78.50
  - b) \$58.50
  - c) \$38.50
  - d) \$28.50

$$\begin{array}{r} 7.50 + 2.50 + 5.00 \\ + 6.50 \\ \hline 21.50 \end{array}$$

$$\begin{array}{r} 100.00 \\ - 21.50 \\ \hline 78.50 \end{array}$$

$$\begin{array}{r} 100.00 \\ - 21.50 \\ \hline 78.50 \end{array}$$

