

# Jose Serrato

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## OBJECTIVE

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To be an active employee who contributes to the Mission, Vision, and Values of the company, and to interact on a professional level with other employees. To exceed excellent performance and to translate my experience, knowledge, skills and abilities into value for the organization.

## SKILLS

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- Bilingual both English and Spanish.
- Strong work ethic and integrity.
- Excellent communication skills and willing to work as part of a team; ability to communicate effectively with customers.
- Function well, independently and as a team member.
- Great customer service.
- Reliable and responsible.

## WORK EXPERIENCE

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### Career Group Companies

Event Staff

07/2016- Present

- Built relationship with event clients through excellent customer service and execution of flawless events.
- Act as lead customer service representative in their areas of ticketing and sales.
- Register clients into the computer system so they can have access to the events.
- Organize while displaying merchandise to clients standards.
- Offer friendly service to customers by responding to their needs and questions, ensuring a memorable shopping experience.

### Whole Foods Market, Los Angeles, CA

Customer Service Supervisor/Juice Bar

April 2011 - June 2016

- Follow and comply with established procedures, including weights and measures, health and sanitation, and adhere to safe work practices.
- Prepare smoothies/juices and specialty coffee drinks to order.
- Follow through customer questions and request, sample department products to customers and take special orders.
- Give every customer immediate and undivided attention.
- Bag groceries according to customers needs.

## REFERENCE

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Available upon request.