

SHERWILLIAM VILLAR

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PROFESSIONAL SUMMARY

Seeking a Customer Service or entry level Management position. I have 15 years of experience in customer service. I also have 5 years of experience as a supervisor.

- Self-motivated, honest, and dependable. Ability to provide excellent customer service
- Skilled in handling challenging customers with patience and empathy
- Strong attention to detail and problem solving skills
- Computer literate: knowledge of computer basics, Internet, e-mail, and basic word processing
- Works well under pressure and thrives on challenging assignments
- Ability to quickly and confidently learn new skills and processes
- Capable of readily adapting to change in the workplace

EMPLOYMENT EXPERIENCE

2016 TO 2017 Prospect International Airport *San Francisco, CA*
Services

SUPERVISOR

- Supervising 20 employees. Providing daily operation as a supervisor
- Assisting passengers on and off the airplane. Providing wheelchair service to disabled and elderly passengers. Greeting and providing necessary information as needed to passengers

2015 TO 2016 Rec. & Park of City and County of *San Francisco, CA*
San Francisco

ASSISTANT FACILITY DIRECTOR

- Assisting and coaching kids and youths in sports such as basketball, baseball, softball, soccer, and kid's playground. Opening and closing facility
- Providing office assistant to superior. Maintaining cleanliness of facility on a daily basis

2012 TO 2015 Hot Spud *San Francisco, CA*

CATERING SUPERVISOR

- Maintaining and managing cash register. Overseeing 3 employees
- Providing excellent customer service and delivering food to customers
- Maintaining portion the food and preparing the dishes for plating. Packaging take-away food for customers
- Keeping track of ingredient quantities and ensuring there are always enough for the day/week
- Storing ingredients in dedicated containers, making sure that they are best preserved

2012 TO 2015 Codmother Fish & Chips *San Francisco, CA*

PREP COOK

- Cut and portion different types of meat according to specifications
- Preparing different types of food from the menu, following carefully the recipes
- Keeping track of ingredient quantities and ensures there are always enough for the day/week
- Storing ingredients in dedicated containers, making sure that they are best preserved
- Informing superiors when the ingredients stock is getting low or when the kitchen tools do not work properly. Cleaning and sanitizing the working surfaces, tools, utensils and working area