

1718 HELLINGS AVENUE, RICHMOND, CA 94801
(510) 932-3024 · ROSIEY94@GMAIL.COM

ROSEMARY ESPINOZA

CUSTOMER SERVICE / SALES ASSOCIATE
Profile

- 12+ months of work experience in customer service/management with recognized strengths in problem-solving, sales staff support, effectiveness as cashier and sales associate.
- Ability to learn product details and services quickly.
- Excellence in client relations by utilizing persuasions and mediation skills.
- Able to work in a fast-pace environment.
- Ability to multi-task and meet deadlines.
- Computer and document filing knowledge

Employment

Target Corporation

Richmond, CA 2011 - 2012

Cashier

- Solving customer challenges, maintaining quality control and improving customer experience.
- Support sales reps by opening new accounts and upgrading existing service.

Cal Student Store

Berkeley, CA 2012-2015

Sales Associate

- Run information desk and provide customer service to clients.
- Restock and maintain sales floor presentable.
- Keep customers up to date with current and new services provided by store and new product arrivals.
- Promote our sales and deals of the day.
- File merchandise orders
- Restock warehouse. Set up shipments.

Strings Italian Café

El Cerrito, CA 2014- Feb 2015

Busser

- Greet, seat and serve Customers
- Refill Beverages
- Prep Salads and soups
- Clean and set up tables

Blue Apron Richmond, CA Feb 2015- Present

Kitchen Associate

Feb-Apr

- Prep ingredients according to spec. and meet daily goals for kitchen.
- Fulfill orders on the piston machine.
- Service and fulfill orders on the Auto-bagger.

Warehouse Associate

May-July

- Take cardboard to compactor and bail it.
- Backfill any orders with missing/incorrect ingredients before shipping.
- Audit Dry storage and Produce cooler. Clean the areas and replace bins.
- Build and prep boxes for pack-out department. Palletize, wrap and stage all finished pallets.

Receiving Associate

July-Aug

- Receive all merchandise scheduled for delivery. Sign off all invoices and have counts for actual product received.
- Run W.M.S program. Create labels for products to be staged in departments.
- Restock racks with merchandise and audit current inventory.
- Operate machinery such as forklifts, electric pallet jacks and sit down forklifts to transport pallets throughout warehouse.

Overnight Shipping & Receiving/ Box Manager

Oct-Current

- Supervise warehouse team while loading trailers.
- Transport finished pallets to shipping dock.
- Input and update pallet information in Excel program
- Fill out and sign B.O.L's
- Communicate with our Shipping partners on daily basis
- Palletize and organize products to ship out
- Maintain department organized and clean
- Manage Box team - Label, build and store prepped boxes.

EDUCATION

2008-2012 Richmond High Richmond, Ca
High School Diploma

2013 Ex'pressions College Emeryville, Ca
Some College Motion Graphic Design

LANGUAGES

Spanish, English

REFERENCES

Will Shapiro (510)684-6561
Cervando Veliz (510)318-0406
Alejandra Alvarado (510)689-3051
Angelica Espinal (510)680-8920