

VICTORIA DELACRUZ
12914 Becklin | Houston, TX 77099
Cell (832) 517-4649 | Home (281) 879-7454
vmdelacruz0529@gmail.com

Summary of Qualifications

- Bi-lingual, speak fluent English and Spanish
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
- Strategic-relationship/partnership-building skills - listen actively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcome

Professional Experience

Taqueria Toluca | Toluca, Mexico 2010-2016
General Manager

- Entered data for reports, production items, shipping, and inventory
- Planned all promotions to increase customer base, overseen 15 employees
- Prepared the budgets and expenses
- Successfully organized and implemented logistics pertaining to the Taqueria

Wachovia Dealer Services | Houston, TX 2009-2010
Customer Service Representative

- Made outbound calls, arranged to get clients current on loans
- Followed up until account was current, also received inbound calls to accept payments
- Traced delinquent customers to new addresses by inquiring at post offices, telephone companies, credit bureaus and other systems

Leon Kyburz | Katy, TX 1997-2006
Office Administrator

- Prepared the department budgets and expenses
- Bookkeeping, ran prints traveled to city offices to obtain permits for work assignments
- Hired employees, recruited new accounts
- Slashed payroll/benefits administration costs 30% by negotiating pricing and fees, while ensuring the continuation and enhancements of services.

American Express | Houston, TX 1993-1997
Customer Service Representative

- Received phone calls on 24 hour call center for both international and domestic reservations, resolved all of customers problems and complaints
- Computed cost of travel and accommodations, quoted package tour costs

Education

Houston Community College, Houston, TX

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Victoria M delacruz Date: 6/15/17
 Home Telephone (832) 517-4164 Other Telephone (
 Present Address 12914 BECKIN HOU TX 77099
 Permanent Address, if different from present address:
 Email Address Vmde1acru2.0529@gmail.com

EMPLOYMENT DESIRED

Position applying for: Banquet Server Salary desired: 14.00

Are you currently registered with any staffing and/or employment agencies? If so, please list

NO

Are you applying for: Full-time work? Yes No Part-time work? Yes No

Temporary work, e.g., summer or holiday work? Yes No From: _____ To: _____

How did you find out about our open position? (Please check fill in proper name of source):

Referral Name of Referral _____ Newspaper Job Fair Agency Company Website

Other Web Posting Other Source

Could you work overtime, if necessary? Yes No If hired, on what date could you start working? 6/16/17

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	<u>Open</u>						
PM	<u>Open</u>						

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes No If yes, when? _____

Do you have friends or relatives working for Acrobat Outsourcing? Yes No If yes, please state name and relationship

If hired, would you have a reliable means of transportation to and from work? Yes No

If hired, can you present evidence of your legal right to live and work in this country? Yes No

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes No

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Your Hospitality Staffing Professionals

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
HCC	Houston TX		no
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If so please list which ones under "Special".		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: windows, word : owned my own TACVRIA			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes No If so, may we contact your current employer? Yes No

Name and Address of Employer TACVRIA Tolosa , Tolosa MEXICO
Type of Business TACVRIA Telephone No. () Supervisor's Name VCR de la R
Your Position and Duties shiner, payroll, inventory, created menu
worked w/ vendors

Dates of Employment: From 2010 To 2016 Weekly Pay: Starting VARIED Ending VARIED

Reason for Leaving: closed business

Name and Address of Employer Wachovia 1250 Woodbranch Hou
Type of Business BANK Telephone No. (213) 630 1000 Supervisor's Name Mike mitchel
Your Position and Duties customer service
or placed delinquent accounts

Dates of Employment: From 2009 To 2010 Weekly Pay: Starting 1300 Ending 1300

Reason for Leaving: TEMP position

Name and Address of Employer

Type of Business _____ Telephone No. () _____ Supervisor's Name _____

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Your Hospitality Staffing Professionals

Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____ Weekly Pay: Starting _____ Ending _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes No X
If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Lee W. Bovee Telephone No. (821) 302 6528

Address: 19339 Lazy Valley

Occupation: X BOSS Relationship: _____ Number of Years Acquainted: 25

Name: Alyssa Serrano Telephone No. (346) 303 6920

Address: _____

Occupation: LVN Relationship: coworker Number of Years Acquainted: 20

Name: _____ Telephone No. (____)

Address: _____

Occupation: _____ Relationship: _____ Number of Years Acquainted: _____

Please Read Carefully, Initial Each Paragraph and Sign Below

VC
I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

VC
I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

VC
I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

VC
I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

VC
Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature

Victoria

Date

6/15/17

Interview Note Sheet

Applicant Information

Name: <u>Victoria Delacruz</u>	Interviewer: <u>Alyssa Andrews</u>
Date: <u>06/15/17</u>	Rate of Pay: <u>9-14 P. H.R.</u>
Position(s) Applied for: <u>BANQUET SERVER</u>	Referred by: <u>WORKFORCE</u>

Test Scores					
Server	/35	%	Bartender	/35	%
Prep Cook	/20	%	Barista	/15	%
Grill Cook	/40	%	Cashier	/15	%
Dishwasher	/10	%	Housekeeping	/16	%

Seeking:	Full-Time
	Part-Time

Relevant Experience & Summary of Strengths

Total of 15 in Food Service/Hospitality

- WORKED IN HOTELS 10 yrs. ago
- OWNED & MANAGED A TAQUERIA IN MEXICO
- Very PROFESSIONAL

P.O.S. Experience: Y / N details: _____

Transportation

Car Public Transit Carpool (Rider / Driver)

Regions Available to work:

SF City	SF North	SF Peninsula	East Bay	Outer East Bay
San Jose	South San Jose		SJ Peninsula	

Certifications (if any)

TiPS Serv-Safe LEAD Other _____ Will Submit

Availability

Open AM only PM only Weekdays only Weekends only

Details: _____

Uniforms Owned:

Bistro	Black Bistro	Tuxedo	1/2 Tuxedo	Black Vest	Long Black Tie
Chef Coat	Chef Pants	Knives	Black Pants	Non-Slip Shoes	Bow Tie
					Other: _____

Would you recommend this applicant for Acrobat Academy?	Convention Candidate?	Other Languages Spoken:
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