

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

*Customer Service Representative* **1993-1997**

- 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 de la Cruz Date: 6/15/17  
 Home Telephone (832) 517-4649 Other Telephone ( ) \_\_\_\_\_  
 Present Address 12914 Becklin Hou TX 77099  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address vmdeacruz0529@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 \_\_\_\_\_

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	open						
PM	open						
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 \_\_\_\_\_

# Acrobat

outsourcing

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 TAQUERIA			

## 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 TAQUERIA TOLUCA, TOLUCA MEXICO  
 Type of Business TAQUERIA Telephone No. ( ) Supervisor's Name VERI DESSER  
 Your Position and Duties owner, 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. (713) 630 1000 Supervisor's Name MIKE MITCHEL

Your Position and Duties CUSTOMER SERVICE  
opened 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

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 LY BUI Telephone No. (822) 302 6528

Address: 19334 Lutz 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**

Yexi d

**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	%

Selecting:
<u>Full-Time</u>
Part-Time

Relevant Experience & Summary of Strengths
Total of <u>15</u> 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: