

# JOHN V. SERRANO

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## SUMMARY OF QUALIFICATIONS

- Diverse set of professional experiences with the flexibility and ability to quickly learn new skills
- Team-oriented individual with the ability to work for long periods of time unsupervised
- Proven customer service skills and cheerful demeanor
- Direct-sales experience in retail and on-the-go settings

## PROFESSIONAL EXPERIENCE

HealthRIGHT 360, <i>Volunteer Prep Cook</i>	San Francisco, CA	1/2015 – present
• Prepared meals (pastas, salads, poultry, more) for a large residential facility of 115 clients with a team of nine kitchen volunteers under the supervision of a head chef		
• Performed kitchen sous chef responsibilities, managing other kitchen staff and meal preparation		
• Proportioned and served meals to clients and staff with a friendly demeanor		
• Cleaned and sanitized the kitchen and associated equipment and closed the kitchen nightly		
7D Experience, ride operator	San Francisco, CA	3/2015 – 05/2016
• Used system technology to change game play scenarios		
• Greeted and welcomed guests and visitors in a warm and professional manner		
• Clarified rules and observed gameplay to ensure customer safety		
• Operated and maintained cash register and performed closing duties and responsibilities		
HealthRIGHT 360, <i>Volunteer Receptionist</i>	San Francisco, CA	3/2015 – 5/2015
• Managed busy phone system in a residential facility and treatment program, transferred calls to staff members and appropriately recorded and delivered messages to staff and clientele in accordance with confidentiality procedures		
• Greeted, welcomed and assisted visitors, staff, and clientele in a warm and professional manner		
• Ensured that clients accurately sign in and out of the facility in accordance with facility rules		
J&B Truck Repair, <i>Assistant Bookkeeper</i>	San Francisco, CA	12/2013 – 3/2014
• Entered invoices and receipts into an Excel-based accounting system		
• Sorted and filed invoices and receipts by hand and organized company filing system where appropriate		
New Door Ventures, <i>Bicycle Mechanic Intern</i>	San Francisco, CA	8/2013 – 9/2013
• Followed written instructions to assemble and tune high performance bicycles including the brands: All-City, Trek, Specialized, Bianchi, and more		
• Greeted customers and answered questions while advancing and promoting specific sales		
• Opened and closed shop; assisted with record keeping, inventory, and store maintenance		
Castagnola's Comedy Club, <i>Brand Ambassador</i>	San Francisco, CA	11/2008 – 2/2009
• Wore a seal suit and enthusiastically solicited customers to patronize the comedy club		
• Handed out flyers and complimentary tickets to potential customers		

## EDUCATION

CCSF, <i>In-Progress</i>	San Francisco, CA	Present
Five Keys Charter School, <i>GED</i>	San Francisco, CA	12/2012