

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, *Volunteer Prep Cook* 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, *Volunteer Receptionist* 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, *Assistant Bookkeeper* 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, *Bicycle Mechanic Intern* 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, *Brand Ambassador* 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, *In-Progress* San Francisco, CA Present
- Five Keys Charter School, *GED* San Francisco, CA 12/2012