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Objective

To obtain a position as a Customer Service Representative where my acquired experience and skills will be utilized towards growth and success for the company and myself.

Summary of Qualifications

- 5+ years of experience customer service and retail
- Excellent verbal and communication skills
- Ample patience and ability to listen and understand problems
- Bilingual in both English and Spanish

PROFESSIONAL EXPERIENCE

Production Worker, Smithfield, San Jose, CA

Feb 2017-April 2017

- Warehouse setting, worked within a team on a food production line
- Weighed, packaged and boxed food items on assembly line
- Helped to produce production in a healthy, clean and sanitary environment

Retail Associate, Goodwill of Silicon Valley, San Jose, CA

Aug 2016-Feb 2017

- Organize pricing station and prepare for production
- Sort though and coordinate donated items for pricing
- Produce production for sales in a timely and efficient manner

Courtesy Clerk, Foods Co., Richmond, CA

Feb 2015-Nov 2015

- Help to maintain store appearance and return items back to shelves, assist customers
- Cart utility service & light janitorial work: sweeping, mopping, cleaning front end & restroom service.
- Multi-tasked between job duties from courtesy clerk to cashier as needed throughout work day.

Floor Associate, Wal-Mart, Oakland, CA

Oct 2013-Dec 2013

- Sales Associate provided and assisted customers' needs
- Zoned assigned areas & project details, created displays for in-store products
- Team oriented to better organize products & kept assigned areas clean & well maintained.

Customer Service, Am-Pm Arco Gas Station, San Jose, CA

2007-2010

- Provided excellent customer service & greeted customers in various locations
- Handled cash, inventory & document files with vendors, purchased, received & stocked merchandise.
- Also helped with store promotions & the up selling of new products.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Pharmacy Technician in Pharmacology-BioHealth College, San Jose, California-2011-2010

(In process of continued education for recertification)

GED- General Education-Independence Adult School, San Jose, California-1995