

# DAYLENE VILLASEÑOR

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## **CAREER FOCUS**

Skilled customer service provider with remarkable efficiency, communication, and time management abilities. Thrives in busy, dynamic environments.

## **SUMMARY OF SKILLS**

- Bilingual (English and Spanish)
- Trustworthy
- Phone Etiquette
- Collaborative team player
- Cashier Experience
- Self-directed

## **PROFESSIONAL EXPERIENCE**

Retail Associate 10/2016 to Present

G.H. Bass Citadel Outlets- Commerce, CA

- Assist customers with any questions or concerns
- Maintain an assigned segment of sales accounts
- Make online orders as well as over the phone

Tutor 10/2016 to 12/2016

Lafayette Elementary School; Miracle Tutoring – Long Beach, CA

- Assist 4th grader with English and Math homework
- translate and define new words in Spanish
- One-on-one tutoring

Clerical 04/2015 to 01/2016

Pinky USA Corporation- Calexico, CA

- Computed, recorded, and proofread data, records and reports
- Assisted managing projects as needed
- Filing and answering multiple phone lines
- Calculated, prepared, and issued bills, invoices and account statements according to established procedure
- Provided customer assistance as directed

## **PROFESSIONAL AFFILIATIONS**

- Member of Game Changers Christian Club 2017
- Sunday School Teacher 2017
- Imperial Valley College Woman's Soccer 2016

**References upon request**

# DAYLENE ALITASENIOR

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## CV/REVIEW FOCUS

Skilled customer service provider with teamwork, communication, and time management skills. Thrives in fast, dynamic situations.

## SUMMARY OF SKILLS

- Collaborative team player
- Customer Experience
- Cell-Phone
- Phone Etiquette
- Telephone Etiquette
- Time Management
- Bilingual (English and Spanish)

## PROFESSIONAL EXPERIENCE

Customer Service 10/2010 to Present

G.H. Bass Children's Outfitter - Commerce, CA

- Assist customers with any questions or concerns
- Maintain an organized and clean retail store
- Make online orders as well as over the phone

10/2010 to 12/2010

La Jolla Elementary School: Middle Turnout - La Jolla, CA

- Assist with students with English and Spanish
- Encourage and guide new students in Spanish
- One-on-one tutoring

Childcare 04/2010 to 04/2010

Pink Lady Daycare - Chico, CA

- Combining, measuring, and pouring dry, liquid, and toppings
- Assemble individual packets as needed
- Fill and measure multiple plastic lines
- Clean, prepare, and measure pizza toppings
- Send pizza to established locations
- Provided customer satisfaction as directed

## PROFESSIONAL AFFILIATIONS

- Member of Girls' Christian Union Christian Club 2011
- Sunday School Teacher 2011
- Inter Valley College Women's Soccer 2010

References upon request

**Cashier Test**

**Score 13 / 15**

B 1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

86%

A 2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D 3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C 4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

B 5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

       6) What is the current sales tax rate in your city 9.25% 8.75%,

C 7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

B 8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

D 9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

A 10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- ~~c) three~~
- d) no need to count

## Question & Answer:

13) What is the minimum age for legal alcohol purchases? 21 with a valid (A) other state) ID

14) What are the acceptable forms of ID for alcohol purchases? Drivers Licence, Identification card

15) How many \$20 bills are in a bank band? 20