

# **DAYLENE VILLASEÑOR**

Los Angeles CA, 90022 | C: (760)590-5103 | [dayvillasenor@gmail.com](mailto:dayvillasenor@gmail.com)

## **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 VILLASEÑOR

Los Angeles CA, 90022 | C: (760) 590-8103 | dayvillaseñor@gmail.com

## 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)
- Teamwork
- Phone Etiquette
- Self-directed
- Cashier Experience
- Collaborative team player

## PROFESSIONAL EXPERIENCE

### Retail Associate

10/2018 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

10/2018 to 12/2018

### Tutor

Lafayette Elementary School: Miracle Tutoring - Long Beach, CA

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

04/2018 to 01/2018

### Clerical

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 Women's Soccer 2018

References upon request

**Cashier Test**

**Score 13 / 15**

86%

- B 1) A roll of quarters is worth?  
a) \$5.00  
☒ b) \$10.00  
c) \$15.00  
d) \$20.00
- 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
- C 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



**Cashier Test**

**Score / 15**

- A 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
- A 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