

SAAVEDRA, KARI

San Bernardino, CA 92401

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PROFILE | A bi-lingual versatile, goals driven professional with a problem solving attitude and a keen sense of sales and customer service abilities. Excited for an opportunity to learn and grow within an organization while working alongside a team that is hardworking and forward thinking.

SKILLS & ABILITIES

• Basic computer skills	• Detailed oriented	• Customer service
• Strong communication	• Sales techniques	• Team player
• Bi-lingual, Spanish/English	• Efficient multi-tasker	• Basic office equipment

EXPERIENCE | CUSTOMER SERVICE

- Guide and process customer orders in a fast-paced environment using world-class technology
- Well versed at handling customer complaints, completing invoices and explaining product instructions
- Manages time effectively, meets both personal and team goals by working as a contributing team member
- Uses sound judgement determining when to escalate customer concerns up to management
- Effectively presents price and terms of various products in accordance with standard procedures
- Ensured first call resolution through problems solving and effective call handling
- Recognized sales opportunities and applied sales skills to upgrade customers

FOOD SERVICE/SANITATION

- Independently sets up food service, kitchen, or salad area facilities, equipment and utensils, under detailed instruction, in accordance with specific area needs; checks food temperatures and/or prepares areas for daily operations
- Accurately follows prescribed procedures in setting up hot and cold food lines; chooses proper utensils and sets steam line to appropriate temperature for menu items
- Washes pots, pans, and other service ware ensuring sanitary handling
- Cleaning equipment, sweeping, vacuuming, window washing, mopping and damp mopping
- Demonstrated ability to handle multiple tasks in a fast-paced environment
- Regularly and effectively observe safety rules and policy and procedure

WORK HISTORY

In Home Care Giver	Ms. Cardenas	3/2014-3/2019
Server/Food Handler	Acrobat Outsourcing	10/2017-1/2019
Sanitation Specialist	Ameri-Kleen	06/2017-08/2017
Customer Representative	Creative Home Furnishings	07/2013-3/2014

H.S. DIPLOMA

Sierra High School, San Bernardino, CA