

Mariela Leal

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Professional Summary

3 years experienced dog walker with a demonstrated history of working in customer service with a Bachelor's Degree in Business Administration (Management), from San Francisco State University. My key competencies include my ability to multitask, problem-solve, stay organized, and communicate well with others.

Professional Experience

WAG, San Francisco CA 94132 – 09-15 Certified Dog Walker. The firm is known as "The #1 dog walking and dog sitting app for busy dog owners."

Accomplishments

- **Customer service** – Sustained a 5-star rating for over 2 years.
 - "Mariela is a wonderful walker! We loved the updates and photos. Thanks for making our first experience with Wag a great one! We hope to see her again soon!" –Wag client
 - "Mariela has a knack for dogs...my dog, Kobe, is a big dog and could be very lazy and get hot. She brought water for him to keep him going! Thanks Mariela!" –Wag client
- **Community service** – Fed 1 shelter dog per walk completed through Wag!'s partnership with Rescue Bank – 500+ walks completed
- **Revenue generation** – Generated \$10,000 in revenue by completing 500+ walks in less than 2 years
- **Marketing** – Participated in the Wag Ambassador Program to promote Wag to new customers

Professional Education

Business Administration (Management) BS, College of Business, SFSU, SF, CA. It is largest campus based business school in western USA and has the most diverse student population in the entire country.

Coursework – Completed a variety of courses covering the following topics:

Business ethics
Leadership

Strategic Management
Recruiting

Human Resources
Planning

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Diversity	Innovation	International Business
Finance	Social Networking	Negotiation
Marketing	Forecasting	Operations
Team building	Communication	Accounting
Creativity	Business Policy	Design and Change

Educational Accomplishments

Projects - completed several management projects including

- Leadership- led a small team to develop change recommendations for two large firms
- Managing diversity- Worked with a small team to complete a strategic analysis of a large firm
- Rated 5/5 on peer evaluations

Honors, Awards and Accomplishments

- GPA- 3.4
- Dean's list – selected to the Dean's list consecutively

Internship

Soda and Sugary Beverages Tax Campaign, Scott Weiner, 2012

- Worked under Choose Health SF to advocate Proposition E
- Worked alongside SF Supervisor Scott Weiner, Campaign manager Todd David, and Campaign Field Director Chris Selim
- Phone banking
- Canvassing/Precinct walks
- Endorsed by SF Chronicle

Volunteer

Assembly District 39, Special Election, Patty Lopez, 2018

- Canvassing/precinct walks
- Working directly with Patty Lopez

ACE of Hearts Dog Rescue, 2012

- Petco dog adoption event
- Setup crates/tents for dogs
- Handled special needs/senior dogs

Additional competencies and skills

- Time management
- Quick learner
- Team leader/team player
- Going the extra mile
- Highly goal oriented
- Professional, stable, committed to the profession
- Bi-lingual

Cashier Test

Score / 15

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

c 3) A roll of nickels is worth?
a) \$8.00
b) \$6.00
c) \$4.00
d) \$2.00

a 4) A roll of pennies is worth?
a) \$1.00
b) \$0.75
c) \$0.50
d) \$0.25

c 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 _____?

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?
2.15
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?
2.50
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?
u.s
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

b. 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

14) What are the acceptable forms of ID for alcohol purchases? DL, ID, Passport

15) How many \$20 bills are in a bank band? 5