

Mariela Leal

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818.424.5984

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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

March 1981

1000 10th Street  
Berkeley, CA 94710  
(415) 841-1000

Professional Services

Professional Services  
4 years experience dog walking with a domestic and history of working in  
community centers with a Bachelor's Degree in Business Administration  
(Management) from San Francisco State University. My company includes  
my ability to motivate people who are organized and communicate well with  
others.

Professional Services  
WAG San Francisco CA 94710 - 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 1 year.
- "Markie is a wonderful walker! We loved the update and photos. Thanks for making our first experience with WAG a great one. We hope to see her again soon." -Wendy Olsen
- "Markie has a knack for dogging my dog. She is a big dog and could be very fast and get her the biggest treat for him to keep her going! Thanks Markie!" -Wendy Olsen
- Community service - Had a shelter dog get well completed through WAG's partnership with Humane Bank - 500+ walks completed.
- Economic generation - Generated \$10,000 in revenue by completing 300+ walks in less than 1 year.
- Marketing - Participated in the Wag Ambassador Program to promote Wag to new customers.

Professional Education

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

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

- Business Ethics
- Leadership
- Marketing
- Strategic Management
- Human Resources Planning



Diversity  
Finance  
Marketing  
Team building  
Creativity

Innovation  
Social Networking  
Forecasting  
Communication  
Business Policy

International Business  
Negotiation  
Operations  
Accounting  
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 5.  
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? \_\_\_\_\_