

**Henry Olmos**  
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**Objective:**

Customer service professional with over 3 years of experience in the field. Seeking employment in which I can contribute my skills, experience, and education

**Qualifications:**

- Fluent in English and Spanish
- Knowledgeable of Microsoft Word, Excel, Internet tools
- Reliable and prompt
- Positive team member who is willing to take on challenges

**Experience:**

<b>Stocker</b> , Maraki Food Market, Los Angeles, CA	11/2015-12/2015
• Package fruits and vegetables for the market	
<b>Customer Service Rep</b> , California Science Center, Los Angeles CA	02/2015-04/2015
• Helped customers with any concerns or questions	
• Guided customers through my assigned area	
<b>Finishing Crew Member</b> , Lithographix, City of Hawthorne	5/2014-12/2014
• Graphic, Textile and Welder Assistant	
<b>Customer Service Representative</b> , AIO Wireless- Willowbrook Watts	7/2013-12/2013
• Promoted our services and products	
• In charge of completing sales and activating phones	
• Took cash, debit, and visa payments	
<b>Community Ambassador</b> , Los Angeles Conservation Corps, Los Angeles, CA	05/08-12/09
• Maintained appearance of multiple neighborhoods in the city of Los Angeles	
<b>General Laborer</b> , Mr. Vargas Maintenance Services – Los Angeles, CA	4/2007-1/2008
• Followed instructions of supervisor to safely complete multiple daily tasks for customers	

**Volunteer Experience:**

<b>Volunteer Teen Counselor</b> El Santo Nino – Los Angeles, CA	11/2012-02/2015
• Responsible for 15+ children in the after school program.	
• Mentor and tutor children from the age of 11 to the age of 16.	
• Prepare healthy meals for after school participants.	
• Supervise children during sport activities and during computer lab.	
<b>Volunteer</b> Trinity Recreation Center – Los Angeles, CA	12/2011-11/2012
<b>Volunteer</b> A Place Called Home – Los Angeles, CA	5/2010-12/2010
<b>Education:</b> <b>High School Diploma</b> , Santee Education Complex – Los Angeles, CA	2012

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**Dishwasher Test**

b 1) After washing your hands, which item should be used to dry them?  
a) Clean apron  
b) Sanitized wiping cloth  
c) Single use paper towel  
d) Common used cloth

c 2) While washing dishes by hand, which item should you wear?  
a) Cutting glove  
b) Oven Mitt  
c) Rubber glove  
d) Nothing

d 3) When should you wash your hands?  
a) Before you start work  
b) After handling non-food items (garbage, money, cleaning chemicals)  
c) After using the restroom  
d) All of the above

b 4) If you need to move a heavy load, you should PULL and not PUSH the object.  
a) True  
b) False

E 5) Which of the following could you be at risk for getting burned from?  
a) Steam from boiling pots  
b) Hot liquids (coffee, soup, tea)  
c) Hot equipment (ovens, pots, chafing dishes)  
d) Harsh chemicals  
e) All of the above

A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.  
a) True  
b) False

C 7) What should you do if you spill liquids or see a liquid spill?  
a) Leave it for someone else to clean-up  
b) Wait until the end of your shift to clean it  
c) Flag the spill and clean it immediately  
d) Not sure

C 8) When handling hot items you should?  
a) Wear rubber gloves  
b) No need to wear anything  
c) Use an oven mitt or dry cloth towel  
d) Nothing

a 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?  
a) Rinsing  
b) Scraping  
c) Washing  
d) Sanitizing

b 10) What is the proper method for cleaning and sanitizing stationary equipment?  
a) Spray with a strong cleaning solution and wipe with a sanitized cloth  
b) Spray with a sanitizing solution, then rinse with clean water and dry  
c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution  
d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution