

Mariah C. Navarrete

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Professional Experience:

San Francisco Public Utilities Commission, Public Service Trainee, San Francisco, CA 9/2016-3/2017

- Organized employment files in order to make the onboarding process more efficient
- Accurately entered staff data into Microsoft Excel spreadsheets while maintaining great attention to detail
- Covered front desk responsibilities (answered phone calls & assisted customers) to provide excellent customer service

Larkin St. Youth Services, Intern Employment Training Program, San Francisco, CA 6/2016-9/2016

- Assisted with front desk reception support, such as answering phone calls, responding to emails and greeting and assisting clients in order to provide an outstanding client experience
- Supported staff with work documents and spreadsheets to promote an organized and productive environment
- Informed clients about various programs, services and requirements to help youth become acquainted with Larkin Services

Ghirardelli Shop, Cashier/Server, San Francisco, CA

4/2015-10/2015

- Handled customer service transactions for a fast moving work environment
- Assisted in setting up shop and food displays to create a welcoming and pleasant ambiance
- Ensured maintenance and cleanliness of food service area to keep up with state regulations

Barnes & Noble, Customer Service Associate, San Francisco, CA

6/2013-10/2014

- Maintained inventory of store merchandise for a great organized work environment
- Maintained supplies and store displays for the company
- Ensured store procedures and protocols were being followed on a daily basis for customer and employee safety
- Assisted customers in completing purchase, return, and exchange transactions for satisfactory customer service

Education:

Employment Training Program, San Francisco, CA - National Customer Service Certification 2015

Atwater High School, Atwater, CA

Graduated 2011

Skills:

- Basic computer skills, including Microsoft Office programs
- 3 years + customer service experience
- Excellent organizational and clerical skills
- Ability to quickly and confidently learn new skills and processes
- Flexibility and willingness to learn new skills and information
- Works well under pressure and thrives in challenging environments