

Kharlo Alvarado

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OBJECTIVE:

Experienced Customer Service Professional with adaptability to various work environments. Seeking a challenging position to leverage my intercommunication skills, time-management skills and ability to work in a fast-paced environment.

WORK EXPERIENCE

Retail Salesperson, *West Los Angeles College Bookstore*

4/2016—10/2017

- Greeted customers and actively looked for customers to help
- Assisted in the inventory and purchasing of bookstore merchandise
- Described merchandise and explains use, operation, and care of merchandise to customers
- Attended all staffing and management meetings on the training of stocking merchandise
- Shelving and organized incoming merchandise from receiving stockroom
- Maintained cleanliness of bookshelves, counters, stockroom and vacuumed store floors
- Received special assignments from management in which included, communication through email and/or running specific errands on college grounds

Retail Salesperson, *Vidiots, Santa Monica*

09/2012—06/2014

- Greeted customer and assisted with the purchasing of desired movies
- Provided knowledge on new releases, older movies and different quality of DVD and Blu-ray
- Restocked all videos in alphabetical and numerical order
- Received customer returns of videos and registered returns in computerized system
- Relabeled VHS and DVD'S per Manager's request
- Maintained store upkeep that included; swiping shelves, sweeping floors, dusting and removing garbage to back garbage bin

EDUCATION

West Los Angles College, *Culver City, CA*

02/2015—Present

- College to Career Program - Job Readiness and Workplace Readiness Certificates

Santa Monica High School, *Santa Monica, CA*

06/2009—06/2013

- Certificate of Completion

Dishwasher Test

- ✓ 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
- ✓ 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - ☒ d) Nothing
- ✓ 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
- A 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, chaffing dishes)
 - d) Harsh chemicals
 - ☒ e) All of the above
- D 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