

Carlos Lizandro Ovalle

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SUMMARY

Great hard Worker and ambitious to succeed. Able to work well with others and great communication skills. I'm able to use Microsoft Word, Microsoft Excel, Microsoft Sheets, and other basic tasks.

EXPERIENCE

Papa John's Salad & Produce

Position: Porter

From 04/2012 – 03/2014

- Self-starting, committed to delivering results with minimal supervision

Highly organized, with the ability to juggle multiple tasks

- Skilled, articulate, and improvisational speaker
- Comfortable working in a fast-paced, collaborative environment

Boost Mobile

Position: Sales Representative

From 04/2014 – 06/2015

- Aim to resolve issues on the first call by being proactive

Access the customer's needs by probing and uncovering the root cause of their concern, build rapport, and negotiate to achieve a mutually beneficial one-call resolution

- Handle and carefully respond to all customer inquiries including the professional management of difficult or emotional customer situations
- Reinforce, communicate, and review the benefits of service throughout the customer interaction
- Provide excellent customer service through active listening
 - Work with confidential customer information

CCS

Position: Floater

From 07/2015 – 06/2016

- Cleans and polishes lighting fixtures, marble surfaces, and trim.
- Cleans rooms, hallways, lobbies, lounges, rest rooms, corridors,

elevators, stairways, and locker rooms and other work areas.

- Sweeps, scrubs, finishes, and polishes floor.
- Cleans rugs, carpets, upholstered furniture, and draperies.
- Dusters furniture and equipment.
- Polishes metalwork.
- Washes walls, ceilings, and woodwork.
- Washes windows, door panels, and sills.
- Empties wastebaskets, and empties and cleans ashtrays.
- Transports trash and waste to disposal area.

Conn's home plus
Position: Sales counselor
From 07/2016 - 06/2017

- Assists in performing closing tasks and end-of-day check processing.
- Identifies referral opportunities and makes relevant referrals on Credit Union products and services.
- Offers Pre-Approvals to qualified members when pre-approvals are indicated on memberships.
- Maintains an up-to-date knowledge of features and benefits of all products and services and keeps informed of changes in Credit Union policies and procedures.
- Participates in doing outbound calls from the available call lists and effectively cross-sell to the membership.
- Ensures full compliance with UNIFY Financial Credit Union Service Standards, policies, procedures, the Bank Secrecy Act and Federal Regulations.
- Performs all other duties as assigned.
- Working with the customer in opening lines of credit with banks. Helping customers get the products they need. Helping any customer with questions with electronics, appliances, and furniture.

ACE Building Maintenance.
Position: Floors

From 07/2017 – 03/2018

- Vacuuming, sweeping, and mopping of flooring and stairs.
 - Clean and sanitize bathrooms.
- Clean sinks, countertops, microwaves, and refrigerators in employee kitchen.
- Restock supplies in bathrooms and employee kitchen.
 - Create an order list of supplies needed.
- Empty all trash cans and replace liners, clean receptacles as necessary in common areas.
 - Sweep patios and empty cigarette receptacles.
- Wipe down patio couches and clean cushion covers when

needed.

- Wipe down, dust all horizontal surfaces in event room and bar and cafe.
- Dusting and cleaning office desks and furniture that are not cluttered.
- Empty all trash cans and replace liners in office areas.
 - Cleaning window sills and windows.
 - Wipe down all doors.
- Wash, fold and hang linens; wash and fold kitchen towels, bar towels and aprons.
- Maintain janitor closets and laundry room in a clean, organized and safe manner.
 - Break down and dispose of cardboard boxes.
- Setup and breakdown tables and chairs when required.
 - Other routine maintenance duties as assigned.
- Nightly janitorial work with maintain buildings with crews.
Construction clean up

Circle K

Position: CSR

From 04/2018 – 09/2018

- Ensures excellent customer service and experiences through adherence to company guidelines.
 - Maintains general product knowledge, promotions, etc.
 - Assists in floor moves, merchandising or display maintenance and store housekeeping.
 - Assists in replenishing and processing products.
 - Helps to maintain adequate store supplies.
 - Communicates customer problems or complaints to store management.
 - Handles consumer transactions and ensures proper processing of transactions via POS registers.
 - Other duties as assigned by management.

EDUCATION

Career Success High School

Graduated In May of 2012, with a 3.4 GPA

SKILLS

- bilingual, fluent in Spanish and English
- Advanced Computer skills and understanding computer literacy
 - able to maintain a Positive energy with others
 - communicates well with others and customers

REFERENCES

- Stephanie Diaz 323-638-6881
- Jasmine Salas 310-702-7498
- Pedro Flores 424-652-0662

Cashier Test

Score / 15

B

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

3

12
00%

A

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

C

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 8.84% 9.5

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?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

$$\begin{array}{r}
 1.25 \\
 + 0.90 \\
 \hline
 2.15
 \end{array}
 \quad
 \begin{array}{r}
 2.15 \\
 + 0.79 \\
 \hline
 2.94
 \end{array}
 \quad
 \begin{array}{r}
 10.00 \\
 - 2.94 \\
 \hline
 7.06
 \end{array}$$

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

$$\begin{array}{r}
 10.50 \times 2 = 21.00 \\
 7.25 \times 2 = 14.50 \\
 \hline
 35.50
 \end{array}
 \quad
 \begin{array}{r}
 21.00 \\
 - 35.50 \\
 \hline
 50.00
 \end{array}$$

J

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?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

$$\begin{array}{r}
 3.75 \\
 + 4.25 \\
 \hline
 8.00
 \end{array}
 \quad
 \begin{array}{r}
 20.00 \\
 - 8.00 \\
 \hline
 12.00
 \end{array}$$

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?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r}
 3.75 \times 2 = 7.50 \\
 1.25 \times 2 = 2.50 \\
 2.50 \times 2 = 5.00 \\
 3.25 \times 2 = 6.50 \\
 \hline
 24.50
 \end{array}
 \quad
 \begin{array}{r}
 100.00 \\
 - 24.50 \\
 \hline
 75.50
 \end{array}$$

Cashier Test

Score / 15

6
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

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? State ID, passport, military ID

15) How many \$20 bills are in a bank band? 50 100