

# JOSEPH MARTINEZ

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## PROFESSIONAL OBJECTIVE

Seeking full-time employment in the field of customer service where my excellent people skills, sales experience, and a positive attitude can benefit guest relations and sales

## CORE COMPETENCIES

- Customer service
- Detailed and Oriented
- Cost Efficient
- Supplier relationship

## WORK HISTORY

### JAMBA JUICE

Team Member | 2014 Market St, San Francisco, CA 94114

|June 2018 - October 2018|

- Followed all company operations policies and procedures
- Used proper health, safety and sanitation guidelines for all products
- Made smoothies and any desired product upon customers requests
- Handled cash transactions while adhering to Jamba Juice cash handling policies
- Provided excellent store customer service experience
- Counted cash register till and made sure it's account amount

### STARBUCKS

Customer support | Letterman Digital Arts San Francisco

|April 2018 - May 2018|

- Brewed specific coffee and espressos according to company guidelines
- Checked ice cases, beans, sleeves, and signals
- Dressed in a clean professional manner
- Processed and handled cash according to Starbucks standards
- Cleaned and swept the lobby check (milk carafes and wipe down tables, if someone spilled food-I was taught to spot sweep)
- Repeated cycle task (RTD+E, sweep, the load of dishes, outside lobby, restrooms, etc)

## **OIL CHANGERS**

*Lube Technician | 198 Valencia St, San Francisco, CA 94103*

*| August 2015 - July 2016|*

- Attended to customers and processed vehicle information into a computer
- Analyzed and recommended fluid maintenance for the car and informed them of needed services
- Demonstrate professional behavior following all codes of conduct
- Utilized excellent customer service skills while engaging with customers
- Performed oil change services quickly and adapted to new technologies

## **WINGSTOP**

*Busser/cook | 227 Lake Merced Blvd, Daly City, CA 94015*

*|May 2015 - August 2015|*

- Washed dishes, bussed tables in the dining room area
- Handled cash according to store regulations
- Cooked and prepared orders in a timely manner
- Prepped orders
- Took out the garbage and cleaned restrooms
- Swept, mopped and sanitized floors

## **SAN FRANCISCO FOLIAGE**

*Warehouse Associate | 1150 Phelps St. San Francisco, CA 94124*

*|March - June 2015|*

- Consolidated, arranged, plants with merchandise in the appropriate location
- Learned to nourish and maintain the longevity of plants that were breeding in the warehouse
- Assembled and staged plants for elementary school
- Answered phone calls in the office dealing with any matters
- Filed orders invoices in filing cabinet in chronological order
- Completed 3-month internship in Horticulture for San Francisco Foliage

## **CERTIFICATES | TRAINING :**

- Food Safety First Principles | Food Handlers Card *|May 2018- May 2021|*
- Certificat Careers in Horticulture Internship | San Francisco Foliage *|March- May 2018|*
- High School Diploma | John Muir Charter school SF *|June-2017|*
- Peer Health Educator Program | Daly City Youth Health Center *|September-December 2013|*