

Gloria Franklin

1025 Rosemarie Lane
Stockton, CA 95207
giamia209@gmail.com

Objective

To obtain a position in which my positive and energetic attitude will be an asset, as well as the opportunity to work with others while utilizing my outstanding customer service skills.

Education

ABC Bartending College (Sacramento, CA)

Certification May 17, 2019

San Joaquin Delta College (Stockton, CA)

Expected Graduation: August, 2019- A.A Social Sciences with Communications transfer

Work Experience

Bartending (2019-Present)

- Private events
- Preparing garnishes and maintaining the cleanliness of the workstation
- Providing customers with a friendly, yet entertaining demeanor while maintaining professionalism
- Working quickly, yet diligently to service customers

Licensed Realtor (2019-Present)

- Building relationships with clientele, providing excellent customer service to guarantee repeat business and ensuring customer satisfaction.

San Joaquin County Office of Education (2018-Present)

- Substitute Instructional Assistant for special needs students.

San Joaquin Delta College/ DSPS (2018-2019)

- Providing outstanding customer service and building an excellent rapport with disabled students on both a professional and personal basis

Dillard's (2011-2012)

- Customer service, building and maintaining an excellent rapport with customers
- Responsible for establishing new clientele
- Maintaining the aesthetics of the workplace

Ross (2009-2010)

- Cashier/ Customer service

Skills

- Excellent memory and the ability to maintain a positive attitude in a demanding environment
- Leadership, punctuality, detail oriented, reliability, and efficiency
- Excellent verbal, and written communication skills
- The ability to handle multiple demands in an effective and professional manner
- The ability to effectively problem solve, and work with minimal supervision
- Outstanding Customer Service
- Team player
- The ability to lift over 50 pounds

References Provided Upon Request