

# **Gloria Franklin**

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## **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**