



Cecilia Elyse Grueiro

Phone (206) 478-4454, E-mail- ceci21995@hotmail.com

Comcast Spotlight QAR Coordinator

April 2017- Currently

Responsibilities:

- Entry and Quality Assurance of Video Advertising Campaigns
- Generating Applicable Reports
- Analyze Trends and Provide Relevant Insight/Feedback and Metrics to determine Campaign Success or Deficiencies
- Provide Administrative Support to Internal Customers including Sales Team and Leadership
- Research and Resolve Complaints on high profile Sporting and Event packages and track relevant Market Trends and Audience Engagement Metrics
- Coordinate Communication between Campaign Management and Sales Associates
- Monitor new products and practices to determine efficiency and best practices that will result in additional advertising revenue
- Input and Complete the processing of linear and non-linear complex advertising schedules

Jewelry Exchange Seasonal Jewelry consultant

October 2016- January 2017

- Responsibilities:
- Meeting company sales goals by utilizing sales techniques and communicating product knowledge to the guest
- Recommending merchandise selections or helps to locate/obtain merchandise based on guest needs and desires
- Perform various sales and register transactions including ringing in purchases, processing cash or credit payments, and counting money
- Maintain knowledge of current sales and promotions; and maintain pricing and marketing standards
- Maintain standards in merchandising handling, presentation, loss prevention
- I maintain zones and upheld cleaning standards

Cecilia E. Grueiro



Phone (206)930-4088, E-mail- ceci21995@hotmail.com

Dear Hiring Manager,

I am seeking an administrative role where I can use my excellent customer service and technical skills to add value as well as acquire experience.

My background includes serving as a customer service associate within sales and retail environments.

The most relevant experience I have had is working as a QAR coordinator for Comcast Spotlight. My responsibilities include completing quality assurance checks to ensure successful order entry, posting, and reporting of all campaigns, including generating and preparing applicable reports. I input and complete the processing of linear and non-linear complex advertising schedules, including but not limited to entering buy sheets, agency orders, and closed deals.

While my resume shows a variety of roles it is important that I mention my first three jobs were during high school and my last three positions ended because the company lost the client and due to seasonal work.

I would like to add that I am highly dependable. I show up on time and ready to work. I also possess strong proficiencies in MS Word, MS Excel, Outlook, PowerPoint, and CRM database applications.

I am confident that I can offer you the customer service, communication, and problem-solving skills that you seek. Feel free to call me at 206-478-4454 (cell) to arrange an interview.

Sincerely,

Cecilia Grueiro

Kent Security
Temp-Concierge

January 2016- September 2016

Responsibilities:

- Delivering exceptional customer service for guests/visitors/residents, greeting and directing visitors
- Enforcing access control and operational procedures, protecting property from theft, sabotage, fire and accidents
- Responding to calls for assistance, writing reports on accidents, various incidents, suspicious activities, safety and fire hazards, and other related situations
- Providing needed assistance to customers, residents, employees and visitors.
- Assist with people looking for a vacant ready home; I help with residents needs such as grabbing packages or locked out residents.
- Perform janitorial duties such as vacuuming, laundry, cleaning apartment units, and dusting.

Amazon
Warehouse Operations Associate

June 2015- December 2015

Responsibilities:

- Picking orders in a fast paced and concise manner
- Ensuring that I am meeting or beating all goals and deadlines
- Providing excellent service to both internal and external customers; ensuring that I am working carefully and following safety rules.

Forever 21
Sales Associate

August 2014- April 2015

Responsibilities:

- Delivering excellent service to internal and external customers
- Assisting with restocking and organizing the store
- Inventory control
- Assisting customers with specific shopping needs

Family Fun Center March 2013- August 2014
Sales/ Cashier Worker/Crew Lead

Responsibilities:

- Delivering exceptional customer service
- Inventory control
- Performing janitorial task
- Assisting young customers with picking prizes, and taking orders at the snack
- Answering phones
- Managing and training Crew Members

Cecilia G.

Cashier Test

Score 15 / 15

1) A roll of quarters is worth?

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

2) A roll of dimes is worth?

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

3) A roll of nickels is worth?

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

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

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 8.9 %?

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

$$\begin{array}{r} 1.25 \\ .79 \\ .90 \\ \hline 2.94 \end{array}$$

$$10.00 - 2.94 = 7.06$$

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

$$\begin{array}{r} 10.50 \times 2 = 21 \\ 7.25 \times 2 = 14.50 \\ \hline 35.50 \end{array}$$

$$50.00 - 35.50 = 14.50$$

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

$$\begin{array}{r} 3.75 \\ 4.25 \\ \hline 8.00 \end{array}$$

$$20.00 - 8.00 = 12.00$$

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

$$\begin{array}{r} 3.75 \times 2 = 7.50 \\ 1.25 \times 2 = 2.50 \\ 2.50 \times 2 = 5.00 \\ 3.25 \times 2 = 6.50 \\ \hline 21.50 \end{array}$$

$$100.00 - 21.50 = 78.50$$