

# Gail Marie Willman

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## Professional Summary

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Accomplished and energetic sales associate with a solid history of achievement in great Customer Service. Motivated leader with strong organizational and prioritization abilities. Areas of expertise include sales, quality care and organizing.

## Skills

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| ▪ English/Spanish Fluent Language | ▪ Speaking                     |
| ▪ Coordination                    | ▪ Critical Thinking            |
| ▪ Active Listening                | ▪ Time Management              |
| ▪ Administration and Management   | ▪ Judgment and Decision Making |
| ▪ Telecommunications              | ▪ Clerical                     |
| ▪ Active Learning                 | ▪ Sales and Marketing          |

## Experience

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### Sales Associate

**Apr 2019 - Jul 2019**

#### Stanford University Bookstore and Cafe - Stanford, CA

- Prepare bills for food, using cash registers, calculators, or adding machines, and accept payment or make change.
- Serve food, beverages, or desserts to customers in such settings as take-out counters of restaurants or lunchrooms, business or industrial establishments, hotel rooms, and cars.
- Take customers' orders and write ordered items on tickets, giving ticket stubs to customers when needed to identify filled orders.
- Perform cleaning duties such as sweeping, mopping, and washing dishes, to keep equipment and facilities sanitary.
- Order items needed to replenish supplies.
- Wrap menu item such as sandwiches, hot entrees, and desserts for serving or for takeout.
- Brew coffee and tea, and fill containers with requested beverages.

### Sales Associate

**May 2018 - Aug 2018**

#### Edible Arrangements - San Jose, CA

Greeted customers, assisted in helping customers in their selections of a wide variety of products based on occasion and budget.

Part of a busy production line for decorative arrangements of fresh fruit which required certification in safe food handling.

Assisted with delivery to all areas of the city as needed to ensure customer satisfaction and

to guarantee promise of in time delivery which was essential in maintaining sales quotas and return customers

**Promotions Associate**

**Jan 2016 - Aug 2017**

**Golden State Bail Bonds - San Jose, CA**

Give information to penial clients to every their understanding of Bail process and financial responsibility

Distributed flyers to promote new business in a very competitive field

Signed up potential customers and directed then to the proper personnel to further assist them

**Receptionist Interpretor**

**Feb 2015 - Jan 2016**

**Cary O Lindstrom Law Offices - San Jose, CA**

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations.
- Receive payment and record receipts for services.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- Hear and resolve complaints from customers or the public.
- Schedule appointments and maintain and update appointment calendars.
- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- File and maintain records.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- Keep a current record of staff members' whereabouts and availability.
- Perform duties, such as taking care of plants or straightening magazines to maintain lobby or reception area.

## **Education**

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**High School Diploma : Psychology**

**Ashford University Online Center - Clinton, IA**

Two years of college taking Psychology courses aiming for bachelor's/ on break from school at moment

Honors student in both high School and University work with a GPA of 3.8

Dean's list twice with GPA of 4.0