

Alexandria Martinez

Austin, TX

alexandriamartinez37_uuj@indeedemail.com

7379322748

Authorized to work in the US for any employer

Work Experience

Customer Service

7-Eleven - Austin, TX

February 2019 to Present

Stocking, cashier, inventory

Customer Service Associate

Walmart - Austin, TX

August 2016 to November 2019

Stocking, cashier overnight, inventory

Personal Assistant

Personal Business - Austin, TX

January 2017 to August 2017

Answering phone calls, data entry, filling paperwork

Housekeeping Lead

Hyatt - Austin, TX

February 2017 to June 2017

I opened a hotel it's brand new I got it up and running

Front Desk Receptionist

Sleep Inn - Round Rock, TX

June 2016 to December 2016

Home Health Aide

Girling Health Care Inc - Austin, TX

August 2015 to September 2016

Kohl's Sales Associate

Kohl's Corporation - Austin, TX

October 2015 to February 2016

customer service

interactions - Austin, TX

January 2014 to August 2015

Responsibilities

Answer all inquiries

customer service

Ia Quinta - Austin, TX

January 2015 to June 2015

Responsibilities

Take reservations, check in guest, hospitality makes sure guest are satisfied with the room, Answer phone calls, cash drop, data entry

Skills Used

customer service

customer service

Flextronics - Austin, TX

March 2012 to June 2013

Responsibilities

Answer phone, data entry, filing paperwork

Accomplishments

Promotion to team leader

Skills Used

Business office tech

customer service

rosies - Austin, TX

September 2011 to February 2012

Responsibilities

Answer phones, data entry, cashier

Skills Used

Business office tech

cashier/night stocker

dollar tree - Austin, TX

November 2008 to January 2010

Responsibilities

Stock, clean, close, cashier

cashier/cook

whataburger - Austin, TX

August 2007 to April 2008

Responsibilities

Prep, cook, cashier, drive thru

Advisor

Alorica - Austin, TX

Calling clients, scheduling service requests, calling dealerships, emailing, contacting customer

Education

certificate in Business Office Technology

gary job corps - Austin, TX

2009 to 2010

high school diploma

Anderson high school - Austin, TX

2006 to 2010

Skills

- Customer Service
- Call Center
- CSR
- Customer Care
- Customer Support

Certifications and Licenses

Drivers License

Assessments

Customer Focus & Orientation — Highly Proficient

May 2019

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_assignment/pdmpk58pbdbglyod

Sales Skills: Influence & Negotiation — Highly Proficient

May 2019

Using influence and negotiation techniques to engage with and persuade customers.

Full results: https://share.indeedassessments.com/share_assignment/tzecpl0rifag2c8

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Best way to get in contact with me will be through my email address

Alexandriamartinez54@gmail.com



ACROBAT OUTSOURCING
TSC GROUP

Employment Application

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

PLEASE PRINT

Full Name Alexandria Martinez Date: 01/09/2020
Home Telephone () _____ Other Telephone (737) 932-2748
Present Address 903 Great Britain Blvd Austin, TX 78748
Permanent Address, if different from present address: _____
Email Address Alexandriamartinez84@gmail.com

EMPLOYMENT DESIRED

Position applying for: Customer Service Salary desired: 14.00

Are you currently registered with any staffing and/or employment agencies? If so, please list _____

Are you applying for: Full-time work? Yes / No _____ Part-time work? Yes _____ No _____

Temporary work, e.g., summer or holiday work? Yes _____ No / From: _____ To: _____

How did you find out about our open position? (Please check fill in proper name of source):

Referral ☐ Name of Referral _____ Newspaper ☐ Job Fair ☐ Agency ☐

Company Website ☒ Other Web Posting ☐ Other Source ☐

Could you work overtime, if necessary? Yes / No _____ If hired, on what date could you start working?

01/13/2020

3pm-11:30pm

Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM	<u>Any</u>	<u>7:30</u>	<u>7:30</u>	<u>7:30</u>	<u>7:30</u>	<u>7:30</u>	<u>Any</u>
PM	<u>8:30</u>	<u>3:30</u>	<u>3:30</u>	<u>3:30</u>	<u>3:30</u>	<u>3:30</u>	

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates: _____

PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes ___ No / If yes, when? _____

Do you have friends or relatives working for Acrobat Outsourcing? Yes ___ No / If yes, please state name and relationship _____

If hired, would you have a reliable means of transportation to and from work? Yes / No ___

If hired, can you present evidence of your legal right to live and work in this country? Yes / No ___

State age if you are under 18 _____. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

Are you able to perform the essential functions of the job for which you are applying? Yes / No ___

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.)

Pursuant to any and all Fair Chance Ordinances, we will consider for employment qualified applicants with arrest and conviction records.

EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
<u>Cary</u>	<u>San Marcos</u>	<u>2</u>	<u>yes</u>
Do you have any special licenses, certificates or special training? If so please list under "Special".		<u>YES</u>	NO
Are you computer literate? If so, list software knowledge under "Special."		<u>YES</u>	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		<u>YES</u>	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		<u>YES</u>	NO
Special: <u>Business Office Tech, Human Resources</u>			

EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes / No / If so, may we contact your current employer? Yes / No /

Name and Address of Employer 7 ELEVEN 601 Ben White, Austin TX

Type of Business Store Telephone No. (800) 620-2249 Supervisor's Name Tyler
Your Position and Duties cashier, inventory, scan in trucks

Dates of Employment: From 02/18 To 10/23/19

Reason for Leaving: career change

Name and Address of Employer Walmart

Type of Business _____ Telephone No. (____) _____ Supervisor's Name John
Your Position and Duties Cashier, stocking, zoning, Customer Service

Dates of Employment: From _____ To _____

Reason for Leaving: Not enough hours, personal reasons

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____
Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Name and Address of Employer _____

Type of Business _____ Telephone No. (____) _____ Supervisor's Name _____

Your Position and Duties _____

Dates of Employment: From _____ To _____

Reason for Leaving: _____

Have you ever been fired from any previous place of employment? If so, please explain: _____

MILITARY SERVICE

Have you obtained any special skills or abilities as the result of service in the military? Yes _____ No /

If so, describe: _____

JOB RELATED REFERENCES

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: Tyler Telephone No. (806) 620-2249

Address _____

Occupation: Owns 7 ELEVEN Relationship: BOSS Number of Years Acquainted: 2

Name: Tamela Eason Telephone No. (737) 222-9179

Address 2319 Riata Trc Circle

Occupation: Salon Owner Relationship: Manager Number of Years Acquainted: 9

Name: Jay Telephone No. (512) 825-3249

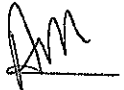
Address 2716 East Pannel St

Occupation: V.p. Capital Metro Relationship: friend Number of Years Acquainted: 8

Please Read Carefully, Initial Each Paragraph and Sign Below



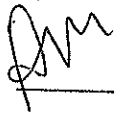
I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.



I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.



I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.



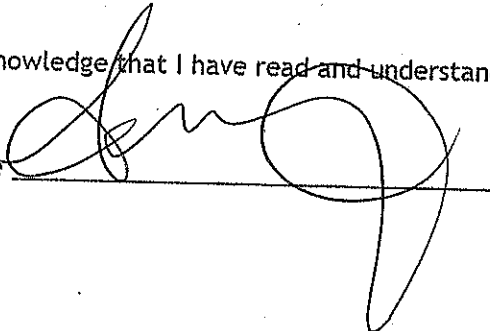
I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.



Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

Applicant's Signature



Date

1-6-2020

Dishwasher Test

Score / 10

- C 1) After washing your hands, which item should be used to dry them?
a) Clean apron
b) Sanitized wiping cloth
c) Single use paper towel
d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
a) Cutting glove
b) Oven Mitt
c) Rubber glove
d) Nothing
- D 3) When should you wash your hands?
a) Before you start work
b) After handling non-food items (garbage, money, cleaning chemicals)
c) After using the restroom
d) All of the above
- B 4) If you need to move a heavy load, you should PULL and not PUSH the object.
a) True
b) False
- E 5) Which of the following could you be at risk for getting burned from?
a) Steam from boiling pots
b) Hot liquids (coffee, soup, tea)
c) Hot equipment (ovens, pots, chaffing dishes)
d) Harsh chemicals
e) All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
a) True
b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
a) Leave it for someone else to clean-up
b) Wait until the end of your shift to clean it
c) Flag the spill and clean it immediately
d) Not sure
- C 8) When handling hot items you should?
a) Wear rubber gloves
b) No need to wear anything
c) Use an oven mitt or cloth towel
d) Nothing
- A 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
a) Rinsing
b) Scraping
c) Washing
d) Sanitizing
- C 10) What is the proper method for cleaning and sanitizing stationary equipment?
a) Spray with a strong cleaning solution and wipe with a sanitized cloth
b) Spray with a sanitizing solution, then rinse with clean water and dry
c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution