

# Adrien Santana

Paterson, NJ 07503

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## Work Experience

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### **Dishwasher**

Instawork Gigs

June 2021 to Present

I am an independent contractor at instawork. I have done dishwashing gigs for United blue airlines, British airlines, Montclair University, Montclair country club, and the Paterson art factory.

My responsibilities ranged from washing and dry dishes to putting them away in their rightful place. I've used dishwashers and even hand washed/dried dishes.

### **Picker/Packer**

Kelly Services - Wayne, NJ

March 2020 to Present

- Assisted in reorganization of products in warehouse
- Checked picked orders, selected proper box size, packed, and prepared for shipping
- Reviewed and analyzed records of incoming and outgoing deliveries for count and condition
- Document order and shipment number using Microsoft Excel in data log.
- Shared in housekeeping chores

### **Watch Technician**

Macy's - Wayne, NJ

January 2019 to April 2020

- Repaired and refurbished different styles of modern and vintage watches
- I replaced batteries, watch bands, and sent out watches for Chrystal and hand repairs.
- Served as the technical point of contact for customer care and clients
- Sale the services, products, and warranties.

### **Event Server**

Paterson art factory - Paterson, NJ

October 2018 to May 2019

As an event server, my responsibilities were to greet guests and show them to their seats as well as serving food and drinks throughout the event.

At times I also helped with bussing tables and even clean/take down tables when events were done

### **Seasonal Sales Associate**

Target - Clifton, NJ

October 2018 to January 2019

- Maintained a clean department by straightening hangers and placing appropriate items in specific departments for a neat and welcoming customer environment.

- Demonstrated customer service skills by greeting each customer that entered the department and directed customers to departments that met their needs
- Received calls daily, answering questions and educating customers on our products
- Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.

### **Tech Wireless Team Lead**

Market Source

January 2017 to September 2018

- Actively listened to the clients' needs and recommended products to meet their requirements
- Motivated and guided team members to reach weekly goals while promoting effective customer service.
- Gained management experience as a Sales Team Leader
- Participated in intensive sales and product training to become an expert in the products sold

### Education

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Lighthouse Christian Academy - Hendersonville, TN

September 2012 to May 2016

### Skills

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- customer service (4 years)
- Microsoft office (2 years)
- Team Management (2 years)
- Training (2 years)
- Excel
- Sales
- Technical Support
- Retail management
- Store management

### Certifications and Licenses

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**AED Certification**

**BLS Certification**

**AHA Certification**

**CPR Certification**