

# Genaro Reyes

Los Angeles, CA 90026

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Salute! Thank you for reading my résumé. My goal is to specialize in hospitality field such as: luxury dining, private events, concierge and private services.

Authorized to work in the US for any employer

## Work Experience

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### **Server/Waiter**

LA Party Staffing LLC - Los Angeles, CA

July 2022 to Present

- Fulfilled guest needs, orders and requests with professional appearance and mannerism.
- Explained menu specials, offered food information, and made suggestions taking dietary needs in account.
- Maintained clean and sanitary work areas and tables as well as subbing.
- Delivered services in luxury restaurants, fine dining, catering, private events and banquet facilities.

### **Onboarding Specialist**

Abramson Labor Group - Los Angeles, CA

December 2021 to Present

- Operating telephone system (receive and transfer calls; take messages; etc.)
- Receiving and directing guests/clients to appropriate team members
- Receiving and sort daily mail/deliveries/couriers

### **Delivery Driver**

DoorDash - Los Angeles, CA

July 2021 to February 2022

- Using Dasher app to trace package locations.
- Transporting time-sensitive packages to their destinies.

### **Telephone Banking Representative**

Coalition for Humane Immigrant Rights (CHIRLA) - Northridge, CA

August 2021 to September 2021

- Conducted online surveys using Callevo program
- Filling quotas of 8 contacts and 10ID's
- Informing callers concerning political events in English and Spanish
- Awarded "Most Improved" by Manager

### **Customer Service Representative**

Burger King - Northridge, CA

August 2019 to March 2020

- Ran cash registers and filled-in customer with regards to new deals.
- Greeted customers and kept healthy rapport.
- Translated between English and Spanish.
- Switched to backend assistance at times.

### **Office Assistant**

El Rescate - Los Angeles, CA

September 2018 to August 2019

- Documented and organized customer records.
- Developed communication skills for clients regarding legal resources.

### **Sales Manager**

Stars Whitening - Torrance, CA

December 2018 to June 2019

- Supervised a kiosk single-handedly.
- Counted inventory, stocks and merchandise using the Nova program.
- Kept customer rapport and registered customer info.

## Education

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### **Some College in Theatre**

California State University-Los Angeles - Northridge, CA

August 2015 to December 2021

## Skills

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- Translation
- Spanish
- English
- Computer Skills
- Cold Calling
- Typing
- Sales
- Microsoft Office
- Computer Operation
- Writing Skills
- Delivery Driver Experience
- Time management
- Front desk
- Customer service
- Host/hostess experience
- Hospitality
- Catering

- Restaurant Experience

## Languages

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- English - Fluent
- Spanish - Intermediate

## Awards

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### **Most Improved**

September 2021

I improved meeting the daily quota of 8 ID's and 10 contacts in a phone-banking account.

## Certifications and Licenses

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### **California Food Handler**

July 2022 to July 2025

### **Driver's License**

## Additional Information

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- Awarded "Most Improved" by Phone Banking (Cold Calling) Manager in September 2021