

# Yazmine Cortez

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Authorized to work in the US for any employer

## Work Experience

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### **Server**

Kimpton Hotels & Restaurants - San Diego, CA

September 2022 to Present

- Provide excellent customer services.
- Greet customers and present menus.
- Make suggestions based on their preferences.
- Take and serve food/drinks orders.
- Up-sell when appropriate.
- Arrange table settings.
- Keep tables clean and tidy at all times.
- Deliver checks and collect payments.

### **Overnight valet auditor**

LAZ Parking - San Diego, CA

June 2021 to April 2023

Overnight duties include also security/ front desk duties. I drive guest vehicles to our company's independent garages I greet guest at the hotel and give them a scripted basic information about valet I keep updates on which cars are in our inventory and do a lot of audits I input every detail from the vehicle and transport it on our flash system (contract with kimpton alma)

### **Instacart Shopper**

Instacart - La Mesa, CA

January 2020 to April 2023

Shop and deliver customers orders

### **Amazon Warehouse Associate**

Amazon DSP - Poway, CA

October 2021 to February 2023

selecting, packing, and shipping orders, Receive and put away inventory. Get customer orders ready and pack them up. Put packed packages up in delivery vans

### **VA patient driver**

Evelum - La Jolla, CA

May 2022 to August 2022

Drove patients and staff members to and from the trolley station to the front of the hospital in handicapped vans and golf carts

### **Admin Covid Staff**

ProLink Staffing - San Diego, CA

February 2022 to June 2022

- Direct clients and greet them as they come in
- Provide snacks water and information while they wait
- Provide information on what is located on site / resources
- Communicate with the other companies ensure clarity
- Grab plates for clients clothes, shoes, etc
- Make sure each paper stays with each family
- Maintain social distancing
- Managed day-to-day operations of each station
- Listening for CBP Drops or JFS drops of clients

### **Comercial Driver**

AutoZone - Spring Valley, CA

November 2020 to May 2021

I am a commercial driver I deliver and pick up parts from dealerships or other auto zone stores and I deliver them to auto shops. I am also a cashier and a parts sales associate.

### **Server/Waiter**

Denny's - La Mesa, CA

February 2020 to November 2020

- Provide excellent customer services.
- Always strive towards best customer satisfaction.
- Greet customers and present menus.
- Make suggestions based on their preferences.
- Take and serve food/drinks orders.
- Up-sell when appropriate.
- Arrange table settings.

### **Subway Artist to Assistant Manager**

Subway

January 2019 to February 2020

My Job Requirements: Closer, opener, key holder, stocker, cleaning, prepping, assistant to manager, upselling, and cash handler

- Skills that I learned and got better at, Ability to work under pressure, Customer service, being more efficient, problem-solving, communication skills

## **Education**

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### **High school diploma**

Myacademy - San Marcos, CA

February 2018 to June 2021

## Skills

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- Hardworking
- Great Customer service
- Interpersonal skills
- Ability to work under pressure
- Time management
- Motivated
- Efficient
- Critical thinking and problem solving
- Upselling
- Money handler
- Commercial Driving
- Driving
- Delivery Driver Experience
- Commercial Vehicle Experience
- Assistant Manager Experience
- Bilingual
- Maintenance
- Guest Services
- Shuttle Driving
- Mechanical Knowledge
- Automotive Repair
- Warehouse Experience
- Load & Unload
- Route Driving
- Valet Parking
- Management
- Microsoft Office
- Freight Experience
- Communication skills
- Customer service
- Hospitality
- Restaurant experience
- Food safety
- Vehicle Maintenance
- Serving Experience

## Certifications and Licenses

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### **Driver's License**

### **Food Handler Certification**

November 2022 to November 2025