

# Esmeralda Gallardo Gomez

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## SKILLS

Bilingual • Adaptability • Leadership • Resilience

Time management • Problem solving • Organization

## EXPERIENCE

### **Plato's Closet, Eugene** – *Buyer, Retail Sales Associate*

November 2022– currently employed

- Research, Evaluated, and purchased promising clothing and accessories.
- Collaborated with the rest of the Buying Team to ensure ultimate productivity and winning purchases.
- Maintained record of product performance to determine future purchases

### **Top to Bottom, Springfield**– *Retail sales associate*

AUGUST 2019–August 2020

- Stepped into additional roles during busy times to boost coverage at important stations.
- Trained new team members in cash register operation, stock procedures and customer service.
- Followed company policies, rules and procedures to promote company goals and maintain safety.
- Assessed assigned areas and displays to maintain presentable conditions, restocking and reorganizing merchandise as needed.
- Monitored sales floor to identify customers in need of assistance.
- Processed merchandise returns and exchanges for customers to refund payments, trade items and offer in store credit.

### **Panera Bread, Springfield** – *Associate*

NOVEMBER 2018–AUGUST 2019

- Cashier: Maximized customer satisfaction by providing assistance with purchases, locating items and signing up for rewards programs.
- Dining room runner: Responsible for serving food, preparing the dining room and fulfilling customer requests. This position is equivalent to bus staff, food expeditor, hostess and server.
- Barista and food service: Prepare customer orders to exact standards and specifications.

## EDUCATION

### **Springfield High School, Oregon** – *Diploma (April 2020)*