

# Cynthia Montanez

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Very dedicated customer service professional with 6 years of experience serving people. Experience in coffee customer service and package handling, and take pride in providing top-notch service in both careers. With fast learning and working skills, every customer is left with a smile! Contagious energy that boosts team morale and uplifts environments. Committed to delivering exceptional service to every customer and aim to exceed their expectations at every opportunity.

Authorized to work in the US for any employer

## Work Experience

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### **Assistant Manager**

Dunkin' - Newark, NJ

November 2022 to Present

As an assistant manager, I ensure that every new hire is effectively trained and equipped to carry out their duties with ease. I prioritize maintaining efficient and prompt customer service, instilling strong customer service skills in all members of my team. Additionally, I am responsible for ensuring secure access to registers and maintaining accurate records of transactions. My efforts are aimed at promoting a productive and effective workplace and guaranteeing customer satisfaction.

### **Barista/Shift Supervisor**

Starbucks - West Orange, NJ

April 2022 to November 2022

- Greeted customers as they enter the establishment and attend to them in a polite and friendly manner.
- Listened and responded to all requests and needs of clients and provided professional responses to queries.
- Monitored and adjusted the products being sold by the company to ensure compliance with the standards established by the company.
- Trained and helped manage new hires, taught them how to work while following company compliance and standard
- Count registers and safe

### **Delivery Driver**

Amazon - Mahwah, NJ

June 2020 to April 2022

- Loaded and unloaded packages from delivery vehicles according to company guidelines.
- Delivered packages on foot or by vehicle to residences and businesses within a specified area.
- Communicated with dispatchers about deliveries before leaving the warehouse or store.
- Kept track of deliveries and reported problems to management.
- Ensured safe operation of delivery vehicles and complied with federal and state regulations.
- Understood company policies regarding customer service and behavior towards customers.

- Provided excellent customer service by greeting customers in person or on the phone, answered questions about products, services, delivery updates and resolved issues.

### **Crew Member**

Dunkin Donuts - Newark, NJ

October 2016 to June 2018

- Greeted customers as they enter the establishment and attend to them in a polite and friendly manner.
- Listened and responded to all requests and needs of clients and provided professional responses to queries.
- Monitored and adjusted the products being sold by the company to ensure compliance with the standards established by the company.
- Trained and helped manage new hires, taught them how to work while following company compliance and standard.

## Education

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### **High school diploma or GED**

## Skills

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- Detail Oriented
- Quick Learner
- Organized
- Client-service oriented
- Strong interpersonal, written, and verbal skills
- Time Management
- Barista Experience
- Coffee Experience
- Delivery Driver Experience
- POS
- Cash Handling
- Load & Unload
- Merchandising
- Order Picking
- Packaging

## Certifications and Licenses

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### **Driver's License**

### **ServSafe**