

# Ivan Martinez

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## **Professional Summary**

Driven individual who has prioritized providing excellent customer service, with 15 years of experience. Highly skilled on time management, multitasking, with a mind set on working with priorities for the benefit of the hiring company. Individual who meets deadlines and pre set goals with accuracy, professionalism, and speed . Committed to customer satisfaction with ability to resolve complex issues and win customers' loyalty in the way of business. Trusted Cashier with 4 years of experience. Excellent reputation for resolving problems and improving customer satisfaction.

## SKILLS

- Positive Persuasive Approach
- Good Positive Decision Making
- Quality Assurance
- Process Monitoring
- Employee Training
- Customer Satisfaction Promotion
- Physical Stamina
- Conflict Resolution
- Team Leadership
- Good in following directions
- Determined
- Bilingual: English and Spanish
- Clear Communication
- Building Customer Relations
- Service-Oriented
- High Stress Tolerance
- Team Work, Independence, Initiative
- Attention to Detail
- Social Skills
- Error Detection
- Cash Register Operation
- Cooperative and Good Natured
- Honest and Ethical
- Visual Inspection
- Cash Handling

## Work History

Construction/Cashier/Server/Food Runner/Busser/cook

Date: 05/2023-2024 current

Server at The California Club - Los Angeles.    Jake./Peter Schaub    Tel#: (213)622-1391

Date: 05/2022-current 2023

Server at Paradise Buffet - Montebello.    Manager: Amy    Tel#:(323)986-4478

Date:06/2021-05/2022

Server at Kura - Glendale/Glendale Galleria.    Manager: Abner    Tel#(818) 459-4184

Date:09/2020-12/2021

Food Runner/Busser at Simmzy's -Huntington Beach.     Manager: Rachel/Alex  
Tel#:(714)831-1240

Date: 01/2019-Current 2023

Instacart-Los Angeles    Food Delivery Selector and Driver

Date: 07/2014-05/2019

Food Runner at Hugo's- West Hollywood.     Manager: Jassiel   Tel#(323)654-3993

Date:01/2016-01/2018

Cashier at King Taco- East Los Angeles (Main office).     Manager: Jose Luna  
Tel#(323)264-4067

Date:01/2010-01/2014

Construction/Demolition at Marcos Demolition-East Los Angeles.     Manager: Marcos Yanez  
Tel#(562)489-6401

## **Education**

Associate of Arts: Business Administration, Expected in 01/2025

East Los Angeles College - Monterey Park, CA

Associate of Arts: Culinary Arts, 01/2010

Le Cordon Bleu College of Culinary Arts - Hollywood - Los Angeles, CA

High School Diploma: 06/2006

Montebello High School - Montebello, CA

### **Languages**

Spanish: Fluent in reading and writing

English: Fluent in reading and writing

### **Outlook:**

I am an individual looking for different ways to help out those close to me and those eager to overcome obstacles and positively achieve progress in the community within the means of developing society as a whole, improving both community systems and community relations. Looking for a way in which everyone within my community and eventually my whole country can co-exist all together in a positive manner, meanwhile providing for their family needs without transgression. Always open to new ideas and opportunities which can lead to personal growth and success. I am looking to impact not only my immediate acquaintances but the world as well, all the while providing for my family's needs. I look to spend quality time with my children for a set amount of hours per week without jeopardizing my work habits and work integrity, which I value at most.

