

# Alejandro Barrientos

I am enthusiastic to showcase my customer service skills and positive demeanor amongst any team that I become a part of. I strive to excel and do my best to complete any task assigned to me within the workplace. I welcome all challenges as an opportunity to improve myself.

## EXPERIENCE

### Cricket Wireless, Pasadena — *Authorized Retailer, Key Holder*

March 2024 - October 2024

- Delivered exceptional customer service by assisting customers with purchases, providing detailed product information, and addressing inquiries to ensure a positive shopping experience.
- Met and exceeded individual sales quotas each month through effective sales techniques and by asking qualifying questions to uncover customers' needs and provide tailored solutions.
- Maintained comprehensive knowledge of store products, pricing, and promotions to assist customers and drive sales.
- Developed strong communication, problem-solving, and leadership skills in the key holder role, contributing to team dynamics and operational success.
- Followed opening and closing procedures meticulously, ensuring store security and readiness for operations.
- Prepared and completed daily bank deposits and accurately reconciled cash drawers at the end of each shift.
- Received and examined deliveries for discrepancies or damages, resolving issues swiftly to maintain inventory integrity.
- Stocked inventory according to management guidelines and rotated stock to ensure freshness and compliance with store planograms.
- Minimized customer complaints through proactive customer service and effective conflict resolution.
- Created attractive product displays as requested, enhancing the store's visual appeal and promotional efforts.
- Reported theft or suspected theft incidents to management immediately, contributing to loss prevention efforts.
- Maintained a neat and orderly store environment, upholding company policies and procedures.
- Leveraged point-of-sale (POS) systems to process customer transactions efficiently and manage store operations.
- Collaborated closely with the store manager on daily operations and team management, contributing to overall performance improvement.
- Handled customer inquiries via calls and text messages in a professional and timely manner.
- Demonstrated proficiency in math and currency handling, ensuring accurate transactions and change returns.

## SKILLS

Exceptional customer service skills.

Friendly, positive and outgoing personality

Extremely fast learner, hardworking and a go-getter.

Great at communicating and working with others.

Punctual.

Honest.

Composed.

Diligent.

Strong leadership skills.

Problem Solver.

Flexible and easy-going.

Personable.

## LANGUAGES

English and Spanish

- Executed miscellaneous duties as assigned by the store manager, showcasing adaptability and a strong work ethic.

## **Embassy Suites by Hilton, Glendale CA — *Server***

October 2022 - March 2023

- Provide the utmost customer service to banquet guests
- Serve large groups of people with attentiveness to each guest
- Assist with the complete setup and breakdown of the banquet area
- Relay food and beverage orders
- Maintain a high level of cleanliness and awareness of sanitary practices for customer safety
- Anticipate guests' needs and exceed customer service expectations
- Maintain composure in a fast-paced environment
- Relay important information about orders, allergies, and special requests to chefs
- Respond appropriately and professionally to concerns
- Present in professional appearance and mannerisms

## **Tea Rose Garden, Pasadena CA — *Server***

March 2021 - December 2023

- Welcoming and sitting diners comfortably in the dining section
- Obtain extensive knowledge of a wide variety of teas from around the world
- Responsible for adhering to tea-time etiquette
- Provide guests with elegant, one of a kind experience
- Serve large parties with attentiveness to each individual's needs
- Taking customers' food and drink orders
- Collaborating with the kitchen and bar staff for prompt and correct delivery of orders
- Memorizing the menu and recommend appetizers, meals and drinks from restaurant wine stock
- Delivering a memorable dining experience by resolving all customer issues promptly
- Assisting with the tidying of tables, clearing leftovers and keeping the dining area neat and pleasant
- Setting tables and rearranging the dining area to accommodate larger groups and prepare the restaurant for special events
- Ensuring cooking utensils and kitchen area are cleaned after closing to comply with state regulations

## **McDonald's, South Pasadena CA — *Cook /Cashier***

January 2020 - December 2020

- Provided guests with outstanding customer service while on and off the sales floor
- Elected learning mentor
- Worked with managers and crew to meet target goals
- Maintained a fast speed of service during rush times

- Took customers orders with attentiveness
- Greeted all customers with enthusiasm
- Cooked and prepared large orders
- Cleaned all restaurant areas
- Used POS system to input customers orders
- Working collaboratively with the wait staff once orders are finalized
- Examining ingredients and making sure that they remain fresh and safe for consumption
- Adhered to safety guidelines to prevent cross-contamination
- Prepared in accordance with customers' specifications within a specified time
- Training new grill cooks when they are hired, and guiding them on how to utilize kitchen equipment, prepare food, and cook food to healthy standards
- Monitoring the components of each meal to ensure that the final dish is ready on time

### ***Target, Pasadena CA — Hardlines Team Member***

July 2017 - May 2019

- Provided guests with outstanding customer service while on and off the sales floor
- Elected learning mentor
- Designated lead role
- Assigned to the guest service department
- In charge of customer carry-outs
- In charge of answering customers questions/concerns over the phone
- Assisted asset protections department in implementing safety measures
- Cashier position/cash handling
- Electronics department
- Market department
- “Zoned” different departments to ensure items on the sales floor were orderly and presentable
- Restocked returned items in its appropriate place in the stockroom
- Replenished and restocked items from the stockroom to the sales floor
- Unloaded trucks and pallets and accurately transferred to the stockroom
- Created batches for transfer
- Retrieved items requested by guest

### ***Neovia Logistics, Irwindale — Warehouseman***

January 2017 - June 2017

- Loaded and unloaded products from trailers
- Lifted heavy equipment
- Responsible for transferring products from trailers to warehouse
- Trained new employees on proper lifting and transferring procedures

**Self Employed Caretaker, South Pasadena, CA — *Personal Caretaker***

February 2016 - November 2016

- Assisted physically disabled adult with daily tasks
- Prepared and served three meals a day
- Assisted in bathing and dressing client on a daily basis
- Assisted in providing medication with 100 % accuracy
- Assured client's safety and well being
- Ran errands for client

**Acts Thrift Store, Pasadena CA — *Warehouse Associate/Salesfloor associate***

February 2015 - January 2016

- Transferred and organized furniture, large items, clothes and miscellaneous items from warehouse to stockroom
- Received and documented donations
- Lead customer service representative
- In charge of stock management and control
- Cash processing and card payments
- Attached price tags to merchandise

**EDUCATION**

Pasadena City College, Pasadena CA - Pursuing a degree in History

Fall 2015- 2019