

# Diane Michelle Abarca

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## EXPERIENCE

### **Knotts Berry Farm, 8039 Beach Blvd, Buena Park, CA 90620 — busser/cashier/server**

At Knotts Berry Farm, I held a variety of roles, often being assigned to different locations throughout the park based on operational needs. At the Grizzly Creek Lodge, I performed multiple duties, including cashiering, bussing, expediting orders, and occasionally calling out orders. In smaller park stands, I worked independently, preparing and serving items such as churros, pretzels, popcorn, and beverages. Additionally, I gained experience as a server at the renowned Chicken Dinner Restaurant, where I assisted guests in selecting menu items, highlighted new specials, and ensured a high-quality dining experience.

### **Lindas Outlet, 2811 E Florence Ave B, Huntington Park, CA 90255 — Retail Sales associate/Cashier**

As a Retail Sales Associate, I focused on delivering a remarkable customer service by assisting clients in selecting dresses and outfits that matched their preferences and needs. I ensured customers found the right sizes and paired them with deals that enhanced their shopping experience. My responsibilities also included managing online sales, processing orders, and maintaining an organized inventory to ensure efficiency. Additionally, I proactively reached out to leads to assist them with their online orders and address any inquiries they had. I upheld the store's presentation by folding and arranging clothing on racks and keeping counters, desks, and floors clean and tidy. I also operated the cash register and handled transactions efficiently to provide a seamless checkout experience.

### **AUDI LONG BEACH, Sales Person- 1919 N Lakewood Blvd, Long Beach, CA 90815**

*During my time as a Salesperson at Audi of Long Beach, I consistently prioritized delivering exceptional service to assist guests with their Audi needs and inquiries. I engaged customers in meaningful conversations to identify their preferences and guide them toward vehicles that best suited their needs. I conducted vehicle tours and test drives, ensuring they had a thorough understanding of their options, and worked diligently to secure financing or payment plans tailored to their circumstances. My role also involved making numerous calls daily to connect with leads, answer Audi-related questions, and encourage visits to the dealership. I strived to provide a world-class experience by offering thoughtful gestures such as gifts and complimentary car washes to thank customers for their business. On several occasions, I willingly came into work on my days off to accommodate customers who couldn't visit during my scheduled hours, always aiming to exceed expectations and provide a seamless experience.*

## SKILLS

- Verbal communication
- Team Work
- Problem solving
- Multitasking
- Organized
- Sales
- Hospitality

## LANGUAGES

- Bilingual (spanish/english)

## EDUCATION

South Gate High School,  
-3351 Firestone Blvd, South Gate, CA 90280  
- Highschool Diploma Graduated class of 2022