

## **Janette Maldonado**

### **Objective**

I am seeking for an opportunity to pursue a career in the Food serving field, where I can use my great customer service skills, with a dedication, hard-working ethic and eagerness to learn. In my current job I stock shelves, assist customers, need to be alert about food safety and proper rotation. I have consistently been a top performer throughout my 4 years of working at Savemart. Being bilingual has helped me provide better customer service for our Spanish speaking customers. I am considered to be conscientious, knowledgeable, and a team player.

### **Experience**

6/08-present

Savemart Supermarket

Chico, Ca

#### **Cashier**

- Cash handling at register. Having loans and pick-ups ready for managers
- Assisting customers to their needs and letting them know about Ad sales that change every week
- Stocking shelves with back-stock products, with proper date rotation (FIFO)
- Need to check ID's when buying alcohol and tobacco
- Knowing to deny service to intoxicated customers
- Knowing how to handle difficult customers and making them happy

8/07-6/08

Craftsman Glass Inc.

Redwood City, Ca

#### **Receptionist**

- Handling phone calls, for customers wanting information about shower doors and Glass designs
- Filling out documents, providing invoices, faxing etc.
- I made designs for glass and mirrors

12/06-6/07

Stanford Medical Bookstore

Palo Alto, Ca

#### **Front desk cashier**

- Ordered books not available in store for customer students made arrangements for them to get picked up on campus site
- Stocking, cleaning, and organizing books on shelves, and other products in the store
- Cash handling at checkout
- Knowing to deal with difficult customers and meet their expectations
- Sold computers and other electronic accessories

9/06-12/06

Café Epi

Palo Alto, Ca

#### **Hostess/Cashier**

- Received food orders and prepared meals in front of customers
- Brewed coffee, using espresso for certain clients that asked for it
- Took out trash from prep areas and cleaned after customers tables, returning dirty dishes to proper locations
- Prepared, cut, and stored with proper labeling in cooler to be ready to take out and serve to people's orders

### **Education**

2005-2009

Palo Alto High School

Palo Alto, Ca

#### **GED**

### **References**

References available upon request