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## 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