**First Last Name**

310.555.1212 **|** Los Angeles, CA **|** First&LastName@gmail.com

**SUMMARY**

Skilled at customer service and sales. Pursuing a degree in business administration. Looking to further develop existing skills and expand knowledge of banking industry.

**SKILLS**

|  |  |
| --- | --- |
| * Fluent in English and Spanish.
* Proven sales skills.
* Skilled in Microsoft Word, Excel and Power Point.
 | * Ability to prioritize in a fast paced environment.
* Great at customer service.
* Problem solving abilities.

  |

**EDUCATION**

**Santa Monica College**,Santa Monica, CA 2015 – Present

Major: Business

**EXPERIENCE**

**McDonald’s**, Los Angeles, CA 10/2014 – 7/2015

Cashier

* Multi-tasked by processing and filling customer’s orders and payments quickly to maintain happy customers by keeping long lines moving.
* Took customer’s orders and recommended seasonal specialty items as an upsell.
* Assisted customers with food allergies in the selection of appropriate items and notify management and kitchen staff as appropriate.
* Resolved customer issues and complaints or referred them to management as necessary.
* Maintained proper food safety procedures and cleanliness of all areas at all times.

**GAP**, Los Angeles, CA 7/2013 – 9/2014

Store Associate

* Recommended add on sales items to complement existing customer purchases.
* Talked with the customers about where to find various exciting opportunistic buys within the store.
* Kept dressing rooms cleared and store organized to ensure product availability and make shopper’s experience easier.

**Saint Ann’s Catholic High School**, Los Angeles, CA 7/2013 – 9/2014

Fund Raising Volunteer

* Created flyers to promote school fundraiser and request yard sale items be donated for fundraiser.
* Invited other students to participate in collecting, organizing and putting price tags on the donated items.
* Raised $600 for the school’s music program.