

CUSTOMER SERVICE AND SALES PROFESSIONAL

*Inventory Management | Efficiency Improvement | Process Enhancement | Continuous Learning
| Program Development*

A customer-focused and goal-driven strategic thinker and problem solver with over 10 years of experience in Sales and Customer Service, consistently exceeding goals and growing revenue for employers. A hands-on team player ready to assume responsibility and drive change at different levels. An effective communicator with a commitment to providing the best experience to all customers, guests, partners, and vendors. A dependable conflict manager skilled in encouraging positive interaction and developing win-win solutions. Experienced in working with children, demonstrating a calm demeanor that prevents disruptive behavior. Eager and willing to travel wherever the job entails.

VOLUNTEER SERVICE

Volunteer, Equine Therapeutic Riding Center, Manor, TX

November 2011 – Present – 2 hrs/week

- Designed strategic initiatives to streamline resources and increase efficiencies for equine sessions supporting individuals with special needs.
 - Promoted the center's products and services through websites, social media, and community outreach, resulting in steady growth in clients, volunteers, and donors.
 - Planned and coordinated fundraising events that significantly increased revenue.
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WORK EXPERIENCE

Online Grocery Associate, Valeymart, Lexicon, TX

August 2019 – Present – 32 hrs/week

- Assisted customers with online grocery shopping, fulfilling 90 to 200 orders per day, maintaining a shopping rate of 100 items per hour.
- Trained new associates and junior staff to adhere to internal procedures and processes.
- Suggested and implemented process adjustments, improving efficiency and meeting evolving deadlines.
- Investigated and resolved order discrepancies.

Kids Club Associate, Orinico Gym, McDade, TX

December 2015 – August 2019 – 20 hrs/week

- Maintained the childcare facility in line with company safety standards and policies.
- Defined age-appropriate activities and monitored children during

- play and crafts, managing groups of 20-25 children aged 4 months to 11 years per shift.
- Certified in First Aid and CPR; served as an emergency key holder.

Lot Technician, RV Outlet Mall, Alexis, TX

September 2011 – December 2015 – 25 hrs/week

- Performed cleaning, maintenance, painting, and yard care for a 200-unit fleet and 10-acre facility.
- Managed inventory valued up to \$2 million, ensuring it met customer and staff expectations.

Concession Cashier, Webbermark (Webberville Convention Center), Webberville, TX

February 2010 – July 2011 – 20 hrs/week

- Served 6,800 to 8,700 attendees per event, handling food and alcoholic beverages per laws and regulations.
- Controlled stocks and inventory, managing sales averaging \$4,000 per stand per event.

Floor Staff, Metro Blake Theatres, Blake, TX

April 2008 – January 2010 – 16 hrs/week

- Monitored auditoriums for picture/sound quality, temperature, lighting, and other conditions.
- Led a 5-person team, delegating tasks including cleaning, inventory, and maintenance.
- Managed tills exceeding \$1,500 and assisted up to 8,000 guests per shift.

EDUCATION**Austin Community College, Austin, TX**

Associate of Applied Science: Computer and User Support

August 2019 – Present