



## Objective

An able, enthusiastic, skilled, and reliable worker seeking a position that reflects my experience, skills, and personal attributes including dedication, meeting goals, creativity, and the ability to follow through.

## Experience

### **Teacher Assistant, Happy Smiles**

Miami, FL — 2009

Volunteered at a daycare where I had to read, help and play with kids of age 4-6 yrs old.

#### *Accomplishments*

- Built excellent trust with the teachers in the day care
- The kids were always happy to see me and often anticipated my arrival
- First male volunteer that they allowed to work at the daycare.

### **Server/Host, Bonsai Thai & Sushi**

Miami, FL — 2009-2014

#### *Accomplishments*

- Opened or closed the restaurant with the manager.
- Increased the restaurant sales while doing multiple positions at a time.
- Worked as busboy, server, host, to-go, and delivery driver.
- Professional customer service while taking customer's orders through phone/in-person.
- In charge of the music being played.

### **Sales Associate, Crazy 8**

Miami, FL — 2013

Worked for a kids clothing store branching out from the corporate Gymboree and helped the store manager organize the store for its grand opening.

#### *Accomplishments*

- Increased sales by persuading customers to buy On-sale items.
- Provided an outstanding shopping experience for the customers at the time of check out.
- Opened and closed registers
- Conflict resolution and mediation
- Sorted new merchandise at the store.

### **Miami Dade County Public Schools - Hammocks Middle School**

Miami, FL - 2014 - 2017

### *Accomplishments*

- Conflict resolution and mediation
- Front desk assistance for incoming guests
- Part of a team of security monitors around the school

### **IKEA Miami**

**Miami,FL - 2017 -**

### *Accomplishments*

- Conflict resolution and mediation.
- Collection of carts to ensure flow and organization
- Customer satisfaction as a high priority.
- Team Work player than can adapt quickly to change.
- Upholding IKEA values to its highest standard.
- Logistics specialist , ensuring deliveries of merchandise are in the proper hands of the delivery drivers .
- Order picker at the warehouse to suit any business needs.
- Inventory management to provide an easy shopping experience.

## Education

### **John A. Ferguson Senior High** **Highschool Diploma — 2005-2009**

- Earned an Adobe Photoshop CS4 certification from my academy.
- Graduated with a 3.5 GPA
- Earned the BrightFutures Scholarship.

### **Miami Dade College** **Associates in Arts — 2009-2012**

- A.A in Mechanical Engineering

### **Florida International University** **Bachelors Degree in progress -**

## Skills

- Bilingual and fluent in both English and Spanish.
- Adobe Photoshop certified
- Have 9+ years of experience in the restaurant industry and customer relations.
- An organized, and detail-oriented, able to prioritize effectively to accomplish multiple tasks and stay calm under pressure.
- Creative, ambitious, resourceful and flexible, able to adapt to different scenarios, strong work ethic.
- Can carry up to 70+ lbs .