



Isabel Martinez

Shop Assistant

Profile

A proactive, enthusiastic Shop Assistant with four years' experience in Confectionary and Deli products. Currently completing a diploma in Sales and Marketing. Used to high tempo working environment where the customer is king. Excellent multi-tasker with a proven record of contributing to customer retention and securing regular orders especially with cupcakes and specialty cake merchandise in the last 3 months.

Employment History

Shop Assistant at Deli & Cake, Houston

August 2015 – Present

Increased monthly cupcake sales by a 100% after scheduling impromptu tasting sessions with walk-in customers to introduce them to the newest flavors of the month.

- Operate the cash register
- Assist in preparation of sandwiches, burgers, hotdogs
- Present specials of the day
- Sell cupcakes, specialty cakes, gourmet sandwiches, burgers and hotdogs
- Arrange for food deliveries to customers within a 2-mile radius
- Do end of day cash ups
- Print menu pamphlets weekly
- Replenish beverage stock

Pro Shop Assistant at Tee Off LLC, Austin

September 2014 – July 2015

Utilize a decade of hands-on experience, as a golfer, to inform and educate customers regarding golf equipment and accessories. Responsible for maintaining a \$1,000 cash bank with total sales reaching upwards of \$50,000.

- Provide excellent customer service with purchases, tee times, and cart rentals
- Organize customer's tee time schedules as well as larger tournament type events
- Maintain pro shop cleanliness and track inventory
- Handle all financial transactions and maintain cash drawer
- Answer inbound phone calls and handle queries and bookings handled all inquiries and requests in a fast-paced,
- Create merchandise displays and place supplier signage throughout the golf shop.

Details

1515 Pacific Ave, Los Angeles, CA
90291, United States

email@email.com

Place of birth

San Antonio

Nationality

American

Driving license

Full

Links

[Linkedin](#)

Skills

Carpentry

Welding

Lathes & Milling Machines

CRM Software

MS Office Advanced

SAP

Hobbies

Golf, Carpentry, Baking

Education

High School Diploma, San Jozes High School, San Antonio

2013

Member of the Student Council

Awarded Honors Badge for Carpentry Projects from 2010 to 2013

Courses

Certified Welder, Hi-Tec College, AR

March 2014 – December 2014

Internships

Junior Shop Assistant at Uncle John's Furniture, Dalls

September 2013 – December 2013

Summer Internship

- Assist carpenter with sanding and polishing wood products
- Take orders from customers and manage project timeline
- Assist in maintaining wood shop machines.
- Place display furniture in shop and rotate with new merchandise on a weekly basis
- Do financial administration
- Create quotations
- Handle client queries and complaints
- Responsible for keeping time schedule for weekend and casual workers
- Update products and prices on the website
- Label and price sale furniture in the shop

Shop Floor Assistant at Geneva Auto Repairs, San Antonio

January 2014 – June 2014

Six Month Internship

- Receive and complete phone orders for parts needed
- Experience in basic Commercial vehicles (Trucks & Buses) repairs
- Open the welding shop every morning and set up for the day
- Turning on machines and making safety checks on machines and tools.
- Sweep the shop floors, clean the welding booths, and ensure all the tools are put away.
- Limited experience in equipment such as CNC, Manual Mills, Lathes, Drill Press, HAAS, Band Saw, CNC Plasma Torch and Benches
- Assist with drawings in Solid Works, NX, AutoCAD.
- Schedule repair projects with customers
- Perform general workshop administration duties.
- Fill customer orders from available stock and place supplier orders for out of stock items
- Receive payments and prepare invoices