



# ISABEL MARTINEZ

Shop Assistant LOS ANGELES, CA 90291, UNITED STATES

## ○ DETAILS ○

1515 Pacific Ave, Los Angeles, CA  
90291, United States  
[email@email.com](mailto: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

## 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.

## EDUCATION

### San Jozes High School, San Antonio


2013

**Degree: High School Diploma**

*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