

# Isabel Martinez



## Shop Assistant

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<b>Place of birth</b>	San Antonio	<b>Nationality</b>	American
<b>Driving license</b>	Full	<b>Links</b>	<a href="#">Linkedin</a>

## 01 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.*

## 02 EMPLOYMENT HISTORY

08/2015 – Present

### Shop Assistant at Deli & Cake

Houston

*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

09/2014 – 07/2015

### Pro Shop Assistant at Tee Off LLC

Austin

*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.

## 03 EDUCATION

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2013

### San Jozes High School

San Antonio

High School Diploma

*Member of the Student Council*

*Awarded Honors Badge for Carpentry Projects from 2010 to 2013*

## 04 SKILLS

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Carpentry	● ● ● ● ●	Welding	● ● ● ● ●
Lathes & Milling Machines	● ● ● ● ●	CRM Software	● ● ● ● ●
MS Office Advanced	● ● ● ● ●	SAP	● ● ● ● ●

## 05 COURSES

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03/2014 – 12/2014

### Certified Welder at Hi-Tec College, AR

## 06 INTERNSHIPS

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09/2013 – 12/2013

### Junior Shop Assistant at Uncle John's Furniture

Dalls

*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

01/2014 – 06/2014

### Shop Floor Assistant at Geneva Auto Repairs

San Antonio

*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

## **07 HOBBIES**

Golf, Carpentry, Baking