

# ISABEL MARTINEZ

Shop Assistant

## INFO

### ADDRESS

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

### EMAIL

email@email.com

## 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, Deli & Cake

Houston

Aug 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, Tee Off LLC

Austin

Sep 2014 - Jul 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.
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## EDUCATION

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### San Jozes High School, High School Diploma

San Antonio

2013

*Member of the Student Council*

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

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## COURSES

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

Mar 2014 - Dec 2014

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## INTERNSHIPS

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

Dalls

Sep 2013 - Dec 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, Geneva Auto Repairs

San Antonio

Jan 2014 - Jun 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