

ISABEL MARTINEZ

Shop Assistant

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

email@email.com

Place of birth *San Antonio* Nationality *American*
Driving license *Full*

LINKS

[*Linkedin*](#)

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.

EXPERIENCE

❖ **Shop Assistant, Deli & Cake** 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.

Houston

- 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** 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.

Austin

- 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** 2013

High School Diploma

San Antonio

Member of the Student Council

Awarded Honors Badge for Carpentry Projects from 2010 to 2013

SKILLS

Carpentry	<i>Skillful</i>	Welding	<i>Skillful</i>
Lathes & Milling Machines	<i>Skillful</i>	CRM Software	<i>Expert</i>
MS Office Advanced	<i>Expert</i>	SAP	<i>Expert</i>

COURSES

❖ **Certified Welder** Mar 2014 – Dec 2014
Hi-Tec College, AR

INTERNSHIPS

❖ **Junior Shop Assistant, Uncle John's Furniture** Sep 2013 – Dec 2013
Summer Internship Dalls

- 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** Jan 2014 – Jun 2014
Six Month Internship San Antonio

- 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

HOBBIES

Golf, Carpentry, Baking