



Isabel Martinez

Shop Assistant

ADDRESS	1515 Pacific Ave, Los Angeles, CA 90291, United States	EMAIL	email@email.com
PLACE OF BIRTH	San Antonio	NATIONALITY	American
DRIVING LICENSE	Full	LINKS	Linkedin

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

Aug 2015 – Present
Houston

Shop Assistant at Deli & Cake

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

Sep 2014 – Jul 2015
Austin

Pro Shop Assistant at Tee Off LLC

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

03 EDUCATION

2013

San Antonio

- 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.

San Jozes High School

High School Diploma

Member of the Student Council

Awarded Honors Badge for Carpentry Projects from 2010 to 2013

04 SKILLS

Carpentry



Welding



Lathes & Milling Machines



CRM Software



MS Office Advanced



SAP



05 COURSES

Mar 2014 – Dec 2014

Certified Welder at Hi-Tec College, AR

06 INTERNSHIPS

Sep 2013 – Dec 2013

Dalls

Junior Shop Assistant at Uncle John's Furniture

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

Jan 2014 – Jun 2014

San Antonio

Shop Floor Assistant at Geneva Auto Repairs

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