

Elizabeth Susana Barrera
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Skills & Abilities

Over ten years of combined experience in retail/customer service
Experienced in managing a team and providing direct oversight of operations
Computer/ software knowledge (Microsoft Office Suite/Excel/PowerPoint)
Ability to work in a fast-paced environment
Excellent interpersonal, oral, and written communication skills
Bi-lingual (English/ Spanish)
Strong customer service skills /Works well independently or in a team

Experience

Quest Ltd., Santa Ana, CA February 2017 – October 2022
Sales Associate

- Cashiering and merchandise recovery. Prompt financial transactions and regular merchandise stocking/recovery.
- Customer service. Greet and assist customers, maintain constant presence on sales floor to address customer needs.
- Organize, host and promote store events and classes.
- Maintain a clean and orderly work area and follow all company and national safety procedures and standards.
- Perform routine clerical duties to include data input and memos, answering phones and responding to customer inquiries as necessary.
- Receive all incoming packages, keep log on all incoming and outgoing packages.
- Pulling and shipping online orders via UPS.
- Verify proper documentation and labeling on products to be received.
- Provide follow-up assistance in assuring maximum scheduled performance.

Santa Clarita Gifts, Santa Clarita, CA October 2013 – January 2017
Sales Associate

- Operational execution. Open/close the business (key holder), cash drawer/sales and inventory reconciliation.
- Customer service. Greet and assist customers, maintain constant presence on sales floor to address customer needs
- Cashiering and merchandise recovery. Prompt financial transactions and regular merchandise stocking/recovery.
- Visual merchandising. Creating attractive displays based on requirements set by management; stock and replenish sales floor constantly.
- Training new staff. Cover policies, product knowledge, procedures and safety requirements.

Education

2018- Present Fullerton College, Fullerton, CA

2016-2017 North Orange County Community College, Anaheim, CA

June 2006 High School Diploma, Opportunities for Learning, Studio City, California

Certifications

2022 California Food Handler Card

2022 California ABC / RBS Certificate

2017 Funeral Service Assistant Certificate

References Available Upon Request