

# James Michael Guadarrama

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Highly motivated & eager individual with over 8 years of experience in customer service & delivering the upmost satisfaction to guests & clients. Demonstrates strong interpersonal communication skills and adaptability, coordinating effectively with teams to deliver quality service. Committed to enhancing customer experiences and driving team success/revenue in a fast paced environment.

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## EMPLOYMENT HISTORY

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### Lead Florist Designer/Customer Service

**Boulevard Florist , Westminster** — Jan 2020 - Present

- design all orders for the day from website, walk ins & 3rd party sites
- assist customers with placing orders for a variety of occasions
- lead a team of 4 floral designers
- give quality & informative consultations to clients having a wedding, event, etc.

### Front Desk Agent

**Days Inn & Suites, Buena Park** — Jan 2018 - Jan 2020

- check in/check out guests
- registered guests info into system
- coordinated with housekeeping, maintenance ,management
- resolved any customers complaints/concerns

### Server

**Spires Restaurant, Tustin** — Mar 2015 - Jul 2018

- serve meals to customers
- give exceptional customer service to ensure a positive dining experience
- coordinated with kitchen, management & front of house

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## SKILLS

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Adaptability

*Experienced*

Customer Service

*Experienced*

Interpersonal Skills

*Experienced*

Time Management

*Experienced*

Problem Solving

*Experienced*

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## EDUCATION

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**Marina High School, Huntington Beach** — Sep 2011 - Jun 2015

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## LANGUAGES

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Spanish

*Native*

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## REFERENCES

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**Carlos B.**

Boulevard Florist

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