

Jessica Garcia

Dedicated Customer Service Representative providing exceptional customer service through active listening and problem solving. Excellent communication and customer service skills with hardworking nature and strong attention to detail.

Education

Expected in 2025-05 **No Degree: Certified Microsoft Office Specialist**

Chaffey College - Chino, CA

2000-06 **High School Diploma**

Montclair High School - Montclair, CA

Work History

2021-02 - 2023-02 **Warehouse Packer**

Cardinal Health, Individualized Care, Ontario

- Demonstrated flexibility during peak seasons by working extended hours or weekends when necessary.
- Actively participated in ongoing training sessions offered by the company to enhance skills and knowledge base.
- Improved workplace morale through consistent punctuality, strong work ethic, and a team-oriented mindset.
- Maintained quality standards by performing thorough final inspections of packed shipments before loading onto trucks.
- Expedited shipping times, maintaining close attention to priority orders and deadlines.
- Adapted quickly to new technologies introduced into the workplace, enhancing overall productivity levels.

Contact

Address

Montclair Ca, CA 91763

Phone

909-678-3868

E-mail

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Skills

Multitasking Abilities

Calm Under Pressure

Good Telephone Etiquette

Time Management

Organization

Clerical Support

2018-08 -
2019-07

Customer Associate

El Pollo Loco, Montclair, CA

- Collaborated with team members for smooth shift transitions, maintaining consistent quality of service throughout the day.
- Enhanced customer satisfaction by providing efficient and friendly service at the counter and drivethru.
- Maintained a clean and hygienic work environment by adhering to food safety regulations and cleaning protocols.
- Contributed to a safe working environment by following safety measures for handling equipment, such as fryers and grills.
- Reduced wait times for customers by accurately entering orders into POS systems and relaying special instructions to kitchen staff efficiently.
- Followed food safety procedures outlined in company policies and health and sanitation regulations to prevent food borne illness.

2015-11 -
2016-01

Retail Sales Associate Cashier

Macy's, Montclair, CA

- Collaborated with team members to achieve sales targets and consistently exceeded performance goals.
- Increased customer satisfaction by providing exceptional service and addressing shopper inquiries.
- Demonstrated adaptability by working various roles as needed including cashiering, stocking shelves, or assisting in the fitting room area.
- Supported visual merchandising efforts by maintaining attractive displays and keeping the sales floor wellstocked.
- Ensured compliance with all company procedures related to cash handling, refunds/returns processing.
- Built rapport with customers through active listening skills, leading to strong relationships and return visits.

2003-04 -
2005-04

Retail Sales Associate Cashier

Ross, Montclair, CA

- Demonstrated adaptability by working various roles as needed including cashiering, stocking shelves, or assisting in the fitting room area.
- Operated POS terminals and cash drawer balancing.
- Helped customers complete purchases, locate items, and join reward programs.
- Worked collaboratively within a diverse team of associates reflecting varied backgrounds and experiences.
- Maintained a clean and organized store environment, contributing to a positive customer experience.
- Upheld store appearance standards by restocking merchandise quickly and neatly organizing shelves/displays while also performing routine cleaning duties.

**2000-08 -
2001-09**

Retail Customer Service Associate

Charlotte Russe, Montclair, CA

- Assisted customers with product selection, increasing sales and promoting brand loyalty.
- Delivered prompt service to prioritize customer needs.
- Kept customer spaces clean, neat and organized for maximum appeal.
- Enhanced customer satisfaction by providing exceptional service and addressing inquiries promptly.