



# MELANNY MARIE AMBRIZ

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## PROFESSIONAL SUMMARY

Experienced sales associate swiftly adapts to new situations, company cultures and work processes. Skillful in promoting current sales, processing transactions and handling customer complaints. Strong proficiency in POS system operation paired with superior customer service and communication abilities.

Willing to take on any task to support team and help business succeed. Offers strong communication and problem solving abilities.

## SKILLS

- Financial records oversight
- Product guidance
- Inventory control
- Hospitality and accommodation
- Meeting deadlines
- Bilingual English/Spanish

## EXPERIENCE

Macy's Sales Associate September 2012 - February 2013

Macys | Rochester, MN

- Resolved customer concerns using strong communication and conflict management skills.
- Helped customers navigate store, complete sales and process returns.
- Checked sister stores and online options to locate items for customers.

Line Cook March 2012 - July 2012

Zzest | Rochester, MN

- Cleaned and sanitized counters and high-touch areas to protect customers and staff.
- Restocked and prepared stations with necessary supplies and equipment in support of kitchen operations.
- Avoided waste and produced consistent results by memorizing recipes, portion sizes and plating techniques.
- Collaborated with front- and back-of-house team members to meet needs and avoid service delays.
- Kept stations clean by removing spills and disposing of leftover food.
- Was an internship that required me to become more skilled for my certification in Culinary.

AMQ INC May 2009 - August 2011

Office Administrator | Rochester, MN

- Strategized and implemented methods for using technology to improve results.
- Found and corrected operating problems or terminated programs to wipe memory.
- Worked closely with clients and end-users to define needs and break down problems.

## EDUCATION

Associate of Science in Nursing: Nursing May 2024  
Rochester Community and Technical College, Rochester, MN

Doula Certification in Birthing, Post Partum, and Breastfeeding: Doula  
International Doula Institute, Rochester, MN

August 2022

Culinary Certificate: Culinary  
Le Cordon Bleu , Minneapolis, MN

May 2012