

Cynthia Ayala

Objective Looking to succeed in a stimulating and challenging environment that will provide me with advancement opportunities where I can utilize my previous work experience to contribute to your organization.

Seasoned professional with manufacturing experience in high and low production. Demonstrated success in introducing new products into production. Hands-on experience in assembly and quality inspection.

Professional Highlights

Assembly

- Assembled and tested products such as air suspension valves with and without integral dumps.
- Assessed and tested the product for correct performance and visual characteristics.
- Worked as part of a team and independently to achieve departmental goals.

Customer Service

- Retail sales clerk known for exemplary customer service. Team player mindset and exceptional cash-handling accuracy.
- Assisted and encouraged customers in selecting and purchasing required products in a retail environment.
- Skilled in merchandise display-used company issued schematics to set product presentations according to standards.
- Answered and screened phone calls from potential customers by answering product and service questions.
- Opened customer accounts by recording personal account information.
- Resolved product and service problems by clarifying the customer's complaint.
- Demonstrated ability to provide excellent written and oral communication.
- Operated a variety of specialized office equipment (i.e. copiers, fax machine, telephones, computer)
- Inputted customer data.

Warehouse

- Organized space in warehouse and maintained inventory.
- Sorted and placed merchandise on racks or shelves according to company's diagrammatical illustration.
- Completed tasks and followed instructions with minimal or no supervision.
- Worked as part of a team and independently to achieve departmental goals.

Volunteer

- I continuously volunteer for non-profit organizations such as Lupus Foundation of America and Alliance for Lupus Research. Assist with a variety of needs, such as greet participants, and pass out t-shirts. Interact with public, answer any question in regards to walkathon or the cause itself. Cheer on participants, and ensure route safety while passing out bottled water. Help set up by preparing tables, banners and tents. Assist in clean up, including break down and other duties as needed.
- Beginning in 2007, I have become an active advocate for Lupus awareness and am responsible for arranging several fundraisers a year. In doing so I reach out to the community and local businesses to become part of the awareness movement and potentially sponsor an event. In

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some events, one hundred percent of proceeds are donated to the cause. In this case, I handle the funds plus see to it that the money is transferred to Alliance for Lupus Research Foundation.

- I am an active volunteer in local community since 2012. I assist in events such as a Community Christmas Party, a program that helps feed families in need. During this time I help serve a hearty pancake breakfast while children get a chance to receive a Christmas presents and take pictures with Santa. The parents also go home with a bag of a week's worth of food. Through the same organization, I also help in assisting in a Back to School Blast, in which underprivileged children are given a backpack filled with school necessities. Also, free services are provided such as haircuts, dental and eye exams, and a lunch.

Employment History	Assembler	Barksdale Crane, Vernon, CA	01/1999 – 11/2001
	Customer Service	Mervyn's, West Covina, CA	05/1996 – 01/1999
	Warehouse	Mattel Toy Store, City of Industry. CA	10/1994 – 04/1996

Skills

- Bilingual (Spanish)
- Quality control
- Time management
- Operation monitoring
- Manual dexterity
- Strong work focus
- Communication and organizational skills
- Attention to detail
- Ability to work in a team-fostered environment with minimal supervision.
- Detail orientated

Education	Dietetics	Mt. San Antonio College, Walnut, CA	currently attending
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References References are available on request.