

# Nancy Castellanos

Chaska, MN

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Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Machine Operator/Lead/Material Handler/Compounding**

Federal Package - Chanhassen, MN - July 2014 to April 2015

#### Responsibilities

I started off as a machine operator just like any other employee there. After a while of proving them how I work and that I get my job done. I got promoted to be a "Fill Operator" which is more responsibility and more work. I filled Carmex Lip Balm containers and got them ready to be shipped out. I had to be careful and focus on making them perfect. I was offered that job because they say how well I worked with others and that I had the potential to be a lead. I was a lead whenever I ran the machine or had to work with others in other machines. As more time passed I grew my knowledge as a material handler. I had to gather around components/material around every machine. I could run every single machine/fill machine and I also learned how to compound. It's a very delicate job, due to all the chemicals that you have to mix together. Compounding is very hard because there's so much room for mistakes. I had how to do paper work with every job getting done and you had to double check everything was written down correctly.

#### Accomplishments

During my time at Federal Package, I grew a lot as an employee and as a teammate. I showed great accomplishments by learning as fast as I can and adapting to every job I was given. I upgraded from job to job and learned as much as I could so I can take it all to my career job. I'm very proud of myself everyday because everyday takes effort to get through.

#### Skills Used

In this job I had to use a lot of the basic skills, which are staying on your feet/thinking with your head/reading and writing, etc. I also learned a lot of new skills such as running a filler machine, a Schaffer, audit, material handler and compounding. I used my fast thinking, persistent, problem solving, quickness and every other skill that would make my job as easy as I could.

### **Greeter/Hostess/Customer Service/Busser**

The Meadows Bar & Grille - Prior Lake, MN - March 2014 to June 2014

#### Responsibilities

As the greeter I had to welcome the customers as soon as they arrive to the hostess station. I liked to ask them how they were and make simple but amusing conversation. I had to ask them where they would like to be seated and see the options left on my chart. Before all this I have to go to the servers and gather the seating information of the night. Seating everyone in the right place is important for the servers and the customers so I had to take everything to knowledge. I also had to help out with bussing/cleaning tables/ordering drinks whenever I was free.

#### Accomplishments

During my time at Meadows I took 2-3 customer service classes and alcohol class. This helped me better and increase my knowledge to how to treat and greet my customers. In the short amount of time I was there, I

had people who would look for me just to talk to me. I had to learn how to order drinks and when to cut off people as they kept drinking.

#### Skills Used

Taking those customer service classes just made my skills grow and expand bigger than before. Now I know how to approach and deal with whatever a customer brings. I had to be quick on my feet whenever it got busy because you don't want people feeling unwelcome. I had to stay focus and patient whoever a problem with show up and learn how to solve it. I used my personality and charisma as an advantage towards this job because I love talking to people. It helped greatly that I was comfortable around this type of environment.

### **Sales Associate/Cashier/Customer Service**

Sales Associate - Eden Prairie, MN - January 2014 to April 2014

#### Responsibilities

As a sales associate you had to use your customer services in act. You have to make the customer feel welcomed as soon as they set one step inside the business. Let them know that you are willing to listen and give advice to what their present needs are. I had to make sure everything was set in place and clean. I did inventory when we would run out of an item or if the customer needed something specific they wanted. As a cashier I had to learn how to use money well, which my previous work history helped me a lot. I had to count the money every time before closing time and make sure it was all set . I had to lock up and make sure everything was ready for the next day.

#### Accomplishments

Hairpop is a hair extension/accessories store that does their hours per sales. The more sales you made the more hours you would earn for the week after. I would come in at 1st or 2nd place for the sales associate of the week varies of times. I had to do great with my customers for them to buy big products or for them to visit us again. My managers often mentioned to me how good I am with welcoming and serving the customers.

#### Skills Used

As I mentioned a bit before I had to set my customer service knowledge in use. I had to be friendly and welcoming to the customer at all times and be ready whenever they have a question. I had to use basic skills to do inventory and keep the store spotless . I had to be selfless whenever I was working with another coworker and we were short on customers. I had to work together with them and help each other . I also took in my education and employment history for the cashier part of this job. I had to be patient with angry customers and expand my problem solving skills .

### **Teacher**

Eden Prairie Montessori - Eden Prairie, MN - September 2013 to January 2014

#### Responsibilities

I created strategies to develop and expand the little kids knowledge. I worked mostly with the toddlers but on occasions I would work with the infants and kindergarteners. I had to help them clean after themselves, read to them whenever it was time to read and help them grow as individuals. I would take them to the bathroom and to singing class on days of the week. I had to work with other teachers and communicate to them about things I saw or thought. I cleaned around the day care , and put my absolute all into the kids.

#### Accomplishments

During my time at the Montessori I made a great impact in the children and coworkers. The kids got attached to me in a short amount of time and would request for me to read to them or be with them. The teachers were all surprised at how quick I got comfortable with everyone/everything. I accomplished to make those children's days better, while they made mine. I felt a pride of knowing that they were learning and growing with my help.

#### Skills Used

This job wasn't near anything to do with production. I had to be patient everyday and learn how to be better for those kids. I used my reading and school knowledge to help them expand their brains. Quick thinking was important there because if something happened you had to know how to act. Friendly, caring, love and kindness had to be shown everyday, that's how I got the children's trust. My previous knowledge with baby sitting and volunteering in kindergartens helped also.

#### **Production Worker**

Quantum Graphics - Eden Prairie, MN - February 2012 to September 2013

#### Responsibilities

Some of the responsibilities I had here were the same most of the time. We manufactured labels for cereal boxes, hearing aids samples, cat/dog sample food boxes, ect. We have to stand all the time while staying busy doing your task. I had to make sure that the product that was being made was shipped out correctly. I learned how to work with fed flex and other shipping methods too.

#### Accomplishments

I've always had a strong work ethic and my supervisor saw that. At first I started off in the easier side of production but slowly started catching up. I was then moved to the shipping side, where they shipped out their customized printing books they made. I was trusted with certain jobs that took a lot of work and responsibilities. I had to work well with others as part of a lead .

#### Skills Used

This job is more hands on, so you have to be very fast on your feet and be able to handle the stress . Good teamwork also mattered when it came down to work because a good leader always knows how to treat others. I had to learn how to get a job done and how to get it done the fastest. I had to apply my education into it when it came to math, reading and computer work.

#### **Cashier/Customer Service**

Rey Azteca - Waconia, MN - August 2011 to February 2012

#### Responsibilities

My tasks in this job were to handle and take care of the customers when they were all ready to go. I had to talk to them individually and ask them how they were attended and if we could do anything differently for them. I had to handle money and make sure everything was the way it's suppose to be. When I wasn't busy, I would help the services clean tables and offer my services.

#### Accomplishments

During my time at this job I tried my best to meet the expectations and exceed beyond. I would leave a impact on the people I talked to and tried to make everyone feel welcomed.

#### Skills Used

There's a lot of skills needed to handle money/customers in a restaurant. First of I needed to show that I was responsible enough to be trusted with the cash register. They gave me couple of random tests just to make sure I was able to count and put everything where it was suppose to go. I had to have great customer services towards the customer and make them feel like we are they just for them. I had to be friendly, responsible, trustworthy, responsible, fast and hardworking. I tried to exceed in every single one of these skills and more.

## EDUCATION

### **High School Diploma**

Chaska High School - Chaska, MN  
2010 to 2014

## SKILLS

Customer Service Classes / Alcohol Classes

## ADDITIONAL INFORMATION

Bilingual (English/Spanish)