

# Alondra Ortiz Bustamante

Denver, CO

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## Professional Summary

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I'm open to answer any questions.

Authorized to work in the US for any employer

## Work Experience

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

The Home Depot-Denver, CO

September 2022 to February 2025

1. I started in garden as a regular associate then leveled up to Customer service and ended as Head Cashier.
2. Customer service: I was in charge of online orders, returns and other services.
3. Head Cashier: my responsibilities were supervising my department which was in checkout. I was responsible for handling money. For example, making sure all cashiers and self-checkout drawers had enough cash. Also making sure that cashiers never had over \$500 in cash in their drawers for safety purposes. Also, I had to make sure the front of the store was clean and free of any debris that can cause an accident, etc.
4. Supervising my department: Making sure customers were greeted and assisted right away. All cashiers had to follow standard procedures while helping our customers.
5. I was responsible about the schedule; Scheduling breaks and making sure everyone took their break at the scheduled time.
6. Other responsibilities were making sure all our daily and weekly duties were met.

### **Store Manager**

BBB Fashion-Aurora, CO

April 2018 to July 2022

I accomplished many skills in this role. I learned to communicate with customers and supervise in a professional manner. I was trained to work on POS systems depending on the industry, in this case, fashion. I am an easy-going person and visual learner. I managed to make this location #1 from the rest when it was #4 on the list (there are 4 locations in total, owned by the same person). I was very close to the owner. I was chosen to help set up and organize the new location during the pandemic. I was named the best employee (#1) out of all employees.

### **Store Manager**

Subway Restaurants-Aurora, CO

May 2013 to April 2018

I started as a part-time employee due to being a high school student. I worked myself up. I was given the Key-holder (closing) position. After that, got the Assistant Manager position and then Store Manager. I managed 3 different locations in the Aurora/Centennial metro area. I was reliable and helped by covering random shifts in needed locations. I learned how to work the POS system. I was in charge of placing weekly orders for the store such as food, cleaning supplies and other items as needed. I handled money by making daily deposits to the bank and had access to the safe. I accomplished my leading and customer service skill at Subway since it was my first legal job.

## **F.E.S (Front End Supervisor)**

Ross Dress For Less-Aurora, CO

April 2017 to March 2018

As F.E.S., my job was to supervise the front desk area. I was the main cashier and key holder during my shifts.

## Education

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### **High school diploma**

APSOL High School - Aurora, CO

August 2015 to May 2016

## Skills

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- Assistant Manager Experience
- Cash Handling
- Management
- Retail Management
- Payroll
- Merchandising
- visual learner
- POS
- Shift Management
- Inventory Control
- Loss Prevention
- Sales Management
- Retail Sales
- Upselling
- Pricing
- Customer Service
- Supervising Experience
- Profit & Loss
- Organizational Skills
- Store Management Experience
- Patient service
- Food Safety
- Customer service
- Retail sales
- Supervising experience
- Store management
- Cash handling

- Cash register
- Shift management
- Front desk
- Sales management
- Sales
- Profit & loss
- Bilingual (10+ years)
- Computer skills
- Team player