

# Hefziba Balderrama

**I am a motivated individual, ready to take on any task.**

Thornton, CO

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I would like to use my diverse skills and abilities in an administrative capacity. I am a bilingual individual who is fluent in both Spanish and English. Being bilingual comes in very handy especially in customer service. I am a hard worker, and I am ready to work in any environment. I feel as I can handle responsibility very well and I am great working while under pressure. I know that I am capable to overcome any challenge that comes my way.

## WORK EXPERIENCE

### **Retail Sales**

Krispy Kreme Doughnuts - Thornton, CO - March 2013 to Present

Having experience in retail and customer service most of your responsibilities are the customer your attending and you want to satisfy them with the product your selling or the item they're ordering. And in order to do that you must have your work area clean and a good environment for the customers to go into. Also, be sure to greet every customer with the greeting of the day because the way you treat the customer is how much business a person might end up having and it's not just that it's also nice to hear a person greeting you.

### **Power Generation Equipment Repairer**

US Army - Fort Carson, CO - October 2011 to Present

= I am a soldier for the US Army, and I have a lot of responsibilities such as being there for my fellow soldiers, ready to stand up and defend my country if needed. I naturally become a leader towards others when anybody needs me to be there for them they have an ear that listens to them.

= I do have experience with computers, for my company I help the supply Sergeant on issuing military items through the CIF website and use excel sheets in order to complete my tasks.

### **Cashier**

Rancho Liborio Ranch Markets - Thornton, CO - July 2010 to November 2010

Cashier

= As a cashier I handle money very well. One of my responsibilities was the number of items I sold and to make sure that I am inserting the right amount of quantity into the computer. Also, I always kept my work area clean, and provided a good environment with my fellow coworkers.

## EDUCATION

### **BS in Criminal Justice**

Colorado Technical University - Westminster, CO  
2013 to 2016

### **High School Diploma**

Westminster High School - Westminster, CO  
2008 to 2012

### **Certificate in Nursing Assistant**

Emily Griffith Technical College - Denver, CO  
2011 to 2011

## SKILLS

Microsoft computers, sales, bilingual

## MILITARY SERVICE

Service Country: US

Branch: Army Reserves

Rank: PFC

October 2011 to Present

## ADDITIONAL INFORMATION

- CPR Certified
- Bilingual in Spanish and English