

# Guadalupe Delgado

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Skilled, resourceful, **Customer Service Professional** with valuable experience working in the retail, document processing and financial industries. Builds rapport easily with colleagues and customers using excellent interpersonal communication skills. Pays keen attention to details and prioritizes multiple tasks well. Resolves problems quickly by actively listening to customer's needs and creating win-win solutions.

## Skills

- Bilingual (English/Spanish)
- Customer & Member Support
- Cash Handling | POS Systems
- Problem Resolution
- Results Driven
- Product Knowledge
- Detailed and Communicative
- Fast-paced Environments
- Team Player

## Career Experience

### THE NORTH FACE | Retail Associate | 2023-Present

- Provide outstanding service to customers during the Grand Opening of a new retail location, ensuring a positive shopping experience for all.
- Manage the receipt of merchandise, organize and unpack shipments to maintain accurate inventory levels and timely product restocking.
- Maintain fully stocked clothing and merchandise racks, which maximizes sales opportunities and ensures a visually appealing store layout.

### ENSTROM CANDIES | Customer Service Associate | 2021-2022

- Provided exceptional customer service by managing all facets of client interfacing, ensuring a positive store experience for all customers.
- Conducted all sales transactions with efficiency and accuracy, including cash handling and bill payments in the POS system.

### FIRST CHOICE COFFEE | Part-Time Barista | 2020-2022

- Prepared and served high-quality beverages and food items to customers, adhering to strict recipes and presentation standards.
- Provided excellent customer service by engaging with customers, answering questions, and making personalized beverage recommendations to ensure a positive experience.

### DEALER'S AUTO AUCTION | Customer Service Representative | 2018-2020

- Consistently followed inspection control and universal procedures, ensuring accurate documentation of any damage to vehicles, and promoting a safe and reliable rental experience for customers.
- Prepared detailed and accurate vehicle condition reports, providing customers with transparent and reliable information to inform their rental decisions.

### TARGET | TJ MAXX | Sales Associate | 2014-2016

- Provided a welcoming, safe, and fun environment for our guests through outstanding service and guest support.
- Recommended products to increase customers' options and enrich their shopping experience and promoted special sales, offers and awareness of store loyalty program.
- Greeted customer and helped them find products, use fitting rooms, and check out at registers.

## Education

Associates degree | Los Angeles Trade Technical College | Los Angeles, CA