

# MAIRA GUZMAN

815 E Gladstone Way Lafayette, Colorado 80026

C: 720-317-9581 mo.guzman1988@gmail.com

## PROFESSIONAL SUMMARY

Hardworking with great people skills. Reliable, I work well under pressure independently or with others as a team. I am a team member offering a positive attitude and customer service. I have an excellent reputation for customer service and successful track record of building repeat clientele.

## SKILLS

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| <ul style="list-style-type: none"><li>• Customer-oriented</li><li>• Fluent in Spanish</li><li>• Quick learner</li><li>• Excellent attention to detail</li><li>• Trustworthy</li></ul> | <ul style="list-style-type: none"><li>• Relationship Building</li><li>• Communication skills</li><li>• Listening skills</li><li>• Great multi-tasker</li></ul> |
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## WORK HISTORY

**Teller, Personal Banker** 04/2017 to 08/14/2019

**Wells Fargo-** Longmont, CO

- Cash Handling
- Customer Service
- Filed Claims
- Handled loan applications
- Account Maintenance
- Opened and Closed products
- Public Notary
- Greeted and guided customers in a friendly and professional manner

**Sales Associate,** 11/2015 to 04/2017

**Once Upon A Child-** Longmont, CO

- Open and close the store
- Help customers with their needs
- Certified buyer
- Answer phones
- Input information into the computer
- Cashier (returns and exchanges)

**Warehouse Associate,** 05/2013 to 08/2015

**Bhakti Chai- Longmont, CO**

- Checked temperatures of finished product
- Repacked finished product
- Input daily temp logs into computer
- Built orders and shipped them
- Worked the bottling line

**Key Holder, Server, Cashier, and Host, 09/2010 to 10/2012**

**Village Inn – Longmont, CO**

- Consistently provided friendly guest service and heartfelt hospitality.
- Operated sales register quickly and efficiently.
- Maintained high standards of customer service during high-volume, fast paced operations
- Built clientele through friendly interactions and consistent appreciation.
- Greeted customers and provided excellent customer service.
- Prepared fountain drinks and ice cream items.
- Communicated with kitchen team members to ensure food was prepared on time and correctly.
- Managed guest checks, collected cash and processed credit cards.

**Shift Leader, Cashier, and Line Cook, 05/2005 to 08/2008**

**Bear Rock Cafe – Longmont, CO**

- Managed staff
- Promptly and sympathetically handled guest concerns and complaints.
- Handled currency and credit transactions quickly and accurately.
- Pleasantly and courteously interacted with customers.
- Perform all position responsibilities accurately and in a timely manner.
- Trained new employees
- End of day closing paperwork.
- Food Inventory
- Unloaded food truck
- Prepared food items

## **EDUCATION**

**High School Diploma: 2007**

Longmont High School - Longmont, CO