

Naomi Franco

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Skills

- Quickbooks & Bookkeeping
 - Proficient at Microsoft Excel and PowerPoint
 - Experienced with leading teams, training staff, and problem-solving
 - Extensive experience in customer service
 - Amazon PIT and TDR Certified
 - Proficient with computers, learns new software systems with ease
 - Bilingual (Spanish)
 - ServSafe Food Protection Manager Certification
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Experience

Amazon, LAX5 / Learning Ambassador

OCTOBER 2021 - CURRENT, BUENA PARK, CA

- Maintained and delivered knowledge to new hires through presentation and written documentation
- Directly coaching associates to improve job performance
- Ensure an overall safe work environment with employee training programs and enforcement of safety procedures

Chili's Grill & Bar / Shift Leader

JANUARY 2022 - JUNE 2023, IRVINE, CA

- Responds to customer concerns and inquiries to provide complete resolution
- Train and mentor new employees to bring up to speed and work with established employees to improve performance
- Coordinate with management teams to establish an inclusive, collaborative work culture and drive continuous improvements to meet quality standards

Norms Restaurant / Server

JUNE 2016 - OCTOBER 2021, COSTA MESA, CA

- Assisted in training of new staff members regarding restaurant protocols, safe and proper food handling procedures, and service expectations
 - Managed orders and accompanying financial transactions using digital Point of Sale system
 - Established menu knowledge and assisted coworkers in rush-hour periods by taking extra customer orders and bringing out prepared food
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Education

California State Polytechnic University, Pomona / Accounting (BA)

AUGUST 2021 - CURRENT, POMONA, CA

Orange Coast College / Accounting (AA)

AUGUST 2016 - AUGUST 2020, COSTA MESA, CA