

# Melissa Melendez

## Creative

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### Skills

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### Experience

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#### Melissa Melendez

Houston, Tx

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I am an Active Learner and willing to take on any role given to me. I enjoy learning new things and applying my skills in new areas, including the field of education. I am outgoing and friendly and hope to provide great social skills.

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- Sales/Retail
  - Customer Service
  - Cashier
  - Microsoft Office
  - Data Entry
  - Tech Savvy
  - Bilingual

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#### Kingdom Kids Learning Center / Caregiver

JULY 2023 - PRESENT, HOUSTON, TX

- Planned activities for afterschoolers to provide entertainment which resulted in much more interactivity within each other
- Developed activities to inform them of important life skills which resulted in clear thought out responses
- Counseled students to provide emotional support which resulted in improved communication and behavior
- Oversaw snack duties to provide nutritional supplement which resulted in satisfied children throughout the daycare

#### Raising Cane's / Crewmember

APR 2023 - OCT 2023, HOUSTON, TX

- Programmed orders in Drive Thru and Front Counter to provide excellent customer service which resulted in more surveys being filled out

#### Diamond AdvanEdge / Sales Representative

DEC 2022-FEB 2023, SUGARLAND, TX

- Oversaw commercial sales for AT&T devices to provide better offers for clients with other carriers which resulted in recommendations from satisfied clients
- Built effective communication skills to get to know a client better which resulted in better client-employee relationships

### **Premium Retail / Sales Representative**

OCT 2022-DEC 2022, KATY, TX

- Oversaw phone sales to provide a few carrier options which resulted in multiple different carrier line sales
- Managed sales alone to prove that I had product knowledge which resulted in being able to open and close alone

### **Waxing the City/ Receptionist**

SEPT 2022-DEC 2022, KATY, TX

- Arranged appointments to avoid overbooking and on time scheduling which resulted in smooth workflow and happy cerologists and clients
- Calculated cash/credit card payments to offer fast checkout and sales/applications of memberships as well as discounts which resulted in various new members to the company
- Organized products to ensure the availability of them which resulted in fully stocked shelves and a neat look of the front desk area

### **North Italia/ Hostess**

APR 2022-SEPT 2022, HOUSTON, TX

- Greeted and seated customers to ensure great customer service which resulted in receiving tips and great reviews
- Operated the OpenTable platform to help keep track of the seating process which resulted in well organized and smooth workflow
- Inspected restrooms for cleanliness and gave kitchen updates on dining room which resulted in customer and employee satisfaction

### **Lupe Tortilla/ Server**

OCT 2021-MAR 2022, HOUSTON, TX

- Managed food and drink orders to provide a splendid meal experience which resulted in having my regular clientele
- Approved of taking care of big family parties to provide a phenomenal experience which resulted in recommendations of friends and family to dine with me as their server

### **Market Movement/ Sales Representative**

SEPT 2021-OCT 2021, HOUSTON, TX

- Oversaw residential sales for AT&T devices to provide current offers the company had which resulted in meeting my law of averages goal
- Assisted with planning team nights to demonstrate leadership skills which resulted in great networking abilities

### **Lupe Tortilla/ To-Go Server**

MAR 2021- AUG 2021, HOUSTON, TX

- Managed online and over the phone orders to provide exceptional customer service over the phone and in person when delivering food to curbside which resulted in high tip rates as well as regular To-Go customers
- Represented the company by providing food truck services at various locations to get the company's catering service out there which resulted in being chosen to represent each food truck event the company got

### **Care Optical/ Sales/Customer Service**

FEB 2019- FEB 2021, HOUSTON, TX

- Oversaw sales on optical frames and sunglasses to provide remarkable customer service in person or over the phone which resulted in developing employee-client relationship which led to having my own clientele
- Computed clients information into the system to keep track of prescription lenses and client history which resulted in easy access to client information
- Assessed lose arms and crooked glasses to provide customer satisfaction from the company which resulted in being promoted and given the opportunity to learn how the lenses were made

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## **Education**

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### **Challenge Early College HS / High School Diploma**

SEPT 2017 - JUNE 2021, HOUSTON, TX

GPA: 3.2 - took Advanced Placement courses throughout all of high school; began college courses at Houston Community College while simultaneously maintaining my high-level courses in high school. I also participated in extracurriculars such as soccer and dance club.

### **Houston Community College / Some College**

JAN 2024- CURRENT, HOUSTON, TX

I am a returning student continuing my HCC education in pursuing a Fashion Design degree in Spring 2024.

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