**Deborah Rosas**

Houston, TX

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# Objective

Dedicated and versatile professional with extensive experience in customer service, team leadership, and operational efficiency. Adept at fostering positive customer relationships, managing teams, and ensuring seamless daily operations in fast-paced environments. Seeking an opportunity to leverage my diverse skill set, strong work ethic, and passion for delivering exceptional service to contribute to organizational success.

# Experience

### Bluestone Lane *- Team Lead Server/ Hostess*

## February 2023 - Current Houston, TX

* Manage dining operations, including seating arrangements, food quality checks, and adherence to plating standards.
* Oversee cleanliness and organization, including sanitizing tables and restocking supplies.
* Process various payment methods and handle end-of-shift procedures, including unlocking and securing the building.
* Conduct end-of-month inventory management to ensure accurate stock levels and reduce discrepancies.
* Resolve customer complaints promptly and professionally, maintaining a positive dining experience.
* Enforce restaurant policies and ensure a safe, respectful environment for staff and patrons.

## October 2022 - January 2023 Rio Rancho, NM

### Goodwill *- SoftLines Processor*

* Assessed and tagged apparel and textiles for quality and pricing, meeting production targets.
* Enhanced knowledge of fashion brands to better categorize merchandise.
* Provided friendly and professional customer service while maintaining a team-oriented atmosphere.

### Walmart *- Digital Personal Shopper*

## May 2022 - October 2022 Houston, TX

* Know the store sales goals and trends with the guest and team that are impacting and driving business results.
* Ensured accurate order fulfillment and timely customer communication regarding delays or substitutions.
* Assisted customers with in-store and phone inquiries, providing tailored product recommendations.
* Maintained inventory accuracy and restocked sales floors to optimize availability.

## November 2021- May 2022 Houston, TX

### Crème de la Crème – *Teacher’s assistant*

* Delivering nurturing care and continuous supervision of assigned children, while executing the Crème curriculum, and maintaining classroom management.
* Implementing approved lesson plans and curriculum, and completing Daily Reports.
* Teaching : math, handwriting, reading, artwork, STEAM (Science, Technology Engineering, Applied Mathematics)
* Maintaining the upkeep of classrooms and equipment inside and outside.
* Assisting children when necessary regarding dressing, toileting and/or diapering needs, and making sure all children have clean hands, face, and diapers.
* Building positive relationships with and practicing open and honest communication with parents, co-workers, and CDLC management.
* Consistently interacting in a positive developmentally appropriate way with the children; role modeling appropriate behavior and language for children.
* Cared for children of all ages, but time was spent focused working with the ages of 1-5.
* Certified food handler’s card in the state of Texas
* **CPR and First Aid certified**
* Responsible for ensuring incident reports are written and submitted in a timely manner
* Memorize student’s allergy lists
* Responsible for conflict resolution

## August 2021- November 2021 Houston, TX

### Magnolia’s Ice Cream– *Candy maker/Cashier*

* Prepared high-quality candy and ensured compliance with food safety standards.
* Managed inventory, cash handling, and customer interactions with professionalism.
* Maintained cleanliness in the kitchen, restrooms, and lobby areas.

## May 2021- August 2021 Houston, TX

### Starbucks– *Barista*

* Ensure top communication to work best as a team
* Deliver an exceptional guest experience, connecting with guests, prioritizing the guest’s needs over tasks while providing quality work in the district's top 5 busiest locations.
* Mastered new menu items and adhered to strict food safety guidelines.
* Maintained accurate inventory and ensured compliance with packaging standards.

## February 2018- March 2021 Seattle, WA

### *Target- Human Resources Expert*

* Be knowledgeable about store tools, products, and services to resolve guest issues and enhance their experience.
* Collaborate with HR to identify and address talent and staffing needs based on guest requirements, ensuring an optimal mix of experience and sales skills.
* Implement strategic recruiting to help store leaders hire skilled talent that effectively serves guests.
* Support ongoing training for the sales team and promote continuous learning.
* Uphold a culture of ethical conduct, safety, and compliance.

***Target****- General Merchandise Expert*

* Greet and service guests as you complete workload with minimal guest disruption.
* Greet and assist guests while managing workload efficiently.
* Take ownership of specific General Merchandise areas, ensuring a full, stocked, and accurately signed sales floor.
* Accurately set regular and promotional signage for General Merchandise categories.
* Conduct weekly price changes and complete RFID inventory scans for accuracy.
* Assist with guest services such as backup cashiering, order pickup, and Drive Up.
* Maintain organization and accuracy in the backroom and fixture room, adhering to equipment guidelines.

***Target****- Starbucks Barista*

* Deliver an exceptional guest experience.
* Follow all Target and Starbucks routines to deliver a consistent Starbucks experience for guests while driving efficiency and maintaining food safety.
* Engage with guests to meet and exceed their expectations based on Starbucks standards.
* Monitor and record temperature-sensitive food items as outlined in best practices.
* Follow proper packaging and labeling guidelines for food products.
* Follow proper perishable inventory procedures to ensure an accurate recording of inventory.

# Education

## August 2010 - May 2014

### Rio Rancho High School, Rio Rancho, NM *- Diploma*