

## **Diana Cordova**

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Irvine, CA, 92606  
(562)732-3111  
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### **Skills:**

Public speaking skills, fluent Spanish speaker, Outgoing, Time-management, Great listener, Communication skills, Fast Pace Learner,

### **Experience:**

AUG 2022- MAR 2023

#### **WholeFoods, 2847 Park Ave, Tustin, CA 92782- *Cashier***

- Within my first couple of months working as a cashier, I have had customers go to the customer service counter to let my supervisors know how great I am at socializing with them throughout their transactions.
- Throughout my time here at Whole Foods, I have continued to learn many ways to de-escalate disagreements with customers. There are certain situations where you must remain extra patient to understand why the customer is frustrated.
- While working at Whole Foods, I made customers feel welcome throughout their shopping trip and engaged in conversation with them, I am a social butterfly which allows me to have a one-on-one with customers to make them feel like they want to come back again.

MAR 2023- AUG 2023

#### **Chilis 3745 Alton Pkwy, Irvine, CA 92606- *Hostess/Server***

- Working as a hostess I picked up on the new information quickly and got to adjust to their system quite fast.
- I came to work on time, would find covers if I couldn't go, and consistently found something to do especially when it was slow.
- In 3 months I was promoted as a food runner, and assistant to the servers. I learned how to become a server but never actually had the title, I made customers experience more fun that had 3 families return and ask to be sat in section so I can attend them because of my friendly charisma.

AUG 2023- APR 2024

#### **European Wax Center Irvine 3800 Barranca Pkwy, Irvine, CA 92606- *Guest Services Assistant***

- I learned how to really sell an offer on clients when it came to our yearly packages
- I secured happy customers that would be coming back for more waxing sessions.
- I had to learn how to use a different computer system for the company, for client's appointments, payments, and our spreadsheets for the day.
- I got to focus on my phone communication skills when speaking to clients over the phone.

APR 2024-CURRENT

**Benny and Mary's 18420 Von Karman Ave #100, Irvine, CA, 92612- Hostess, Food Runner, Busser**

- I went back to hostessing and because of my past experience, I had no trouble adjusting to the new environment.
- My communication skills have always helped me interact with guests in kind no matter how frustrating one may be with me. I will always try to accommodate them as well.
- I constantly have to pick up the phone to communicate with guests reserving a table to sit or answer any questions one may have before coming in.
- Fast paced, focused, and always working as a food runner after I was moved up from hostess. Occasionally I help out by bussing tables and hostessing when short staffed

AUG 2024-CURRENT

**C.E. UTT Middle School 13601 Browning Ave, Tustin, CA 92780- ELD Paraeducator**

- I help students who only speak Spanish and assist them not only in the ELD class but also in their core classes throughout their school day.
- Working with all grades and ages eleven through 14 has been a great experience as I am gaining more experience working with kids for my future career in education.
- I tutor students when in need of better understanding and guidance From their classes.
- Growing up, I had to help my mom care for my two younger brothers because she was working on a daily basis to help provide for us. It was a big responsibility considering I had just turned thirteen, but taking on the role as another caretaker for them I adjusted fast and I taught my little brother his colors, numbers, animal sounds, read books to them, and even helped potty train him. Keeping them entertained during summer time especially was very essential and I would often plan activities for us to do outside which was always fun to do. When school was back in session as often as I could, I would leave from my school to go volunteer at my brother's school in Heidemen. Taking care of my siblings helped me grow a passion for wanting to help younger children.
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## **Education:**

- **Graduating class of 2022 Tustin High School**
- **Current college student**

## Reference:

- Previous manager: Nathaniel Rivas, (714)-795-8718