

Diana Cordova

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Objective

Friendly and fast-learning professional with strong customer service and sales skills, fluent in Spanish, seeking to join Sephora's team. Aims to leverage experience in high-volume guest support, communications, and retail to provide exceptional service and elevate client experiences.

Skills

- Customer Service & Satisfaction
- Sales & Upselling Techniques
- Fluent Spanish Communication
- Fast Learner & Adaptable
- Public Speaking & Interpersonal Skills
- Point-of-Sale (POS) System Proficiency
- Phone & In-Person Communication
- Teamwork & Collaboration
- Time Management & Leadership

Experience

Benny and Mary's, Irvine, CA

Hostess | Food Runner | Busser

April 2024 – Present

- Managed guest reservations, answered phones, and ensured excellent guest experiences in a fast-paced restaurant.
- Promoted to Food Runner for outstanding service and efficiency.
- Demonstrated flexibility by filling in as busser and hostess when needed.
- Delivered prompt, friendly service while addressing customer needs and resolving concerns.

European Wax Center, Irvine, CA

Guest Services Assistant

August 2023 – April 2024

- Upsold service packages and products to meet client needs and achieve sales goals.
- Maintained high customer satisfaction, encouraging repeat business.
- Managed appointments, payment processing, and daily spreadsheets.
- Strengthened phone and in-person communication skills with a diverse clientele.

Chili's, Irvine, CA

Hostess | Food Runner | Server Assistant

March 2023 – August 2023

- Adapted quickly to new systems and procedures.
- Recognized for reliability—covered shifts proactively and consistently contributed during slow periods.
- Offering excellent table service, leading to returning customers who requested personal service due to positive experiences.

Whole Foods Market, Tustin, CA

Cashier

August 2022 – March 2023

- Provided engaging, personable customer service that led to positive feedback from patrons to management.
- De-escalated customer concerns calmly and professionally.
- Fostered welcoming, positive experiences for shoppers.

C.E. UTT Middle School, Tustin, CA

ELD Paraeducator

August 2024 – Present

- Support Spanish-speaking students in ELD and core classes, assisting understanding and academic progress.
- Guide and tutor students ages 11–14 to improve educational outcomes.
- patience and instructional abilities valuable for customer-focused roles.

Additional Experience

- Helped care for and mentor siblings, developing responsibility, patience, and early teaching skills.
- Volunteered at Heideman Elementary, assisting teachers and supporting young students.

Education

- Graduating Class of 2022, Tustin High School
- Current College Student

References

Available upon request

Previous Manager: Nathaniel Rivas - (714) 795-8718