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1918 N Spaulding Ave, APT 2R
Chicago, Illinois 60647

Ingrid Carrillo

BAKER

DEAR HIRING MANAGER,

I am writing this letter to introduce myself and tell you a little bit about my skills. As an aspiring baker and culinary student, baking and cooking is something I am extremely confident and passionate about. I decorate and bake cakes as my own side hustle, along with other desserts I have earned a few loyal customers over the past year. I haven't worked in a kitchen itself as I'm mostly self taught throughout my lifetime, but the time I have spent in culinary school has made me more sure and confident of my skills. Such as kitchen equipment knowledge, culinary math conversions, knifing skills and proper kitchen behavior.

As someone who is passionate about being in the kitchen, I take a lot of pride in my knowledge and my extreme caution when it comes to food safety. I got Servsafe certified in (2023) and it is something I take very seriously, food borne illnesses are not to be played with and I very much understand the dangers of it. I am also Managefirst certified (2023) which gave me knowledge in how to manage a kitchen and front of house.

I adapt well to different work environments and roles in jobs. I am open willing to learn new things, I want to know things to better myself as an employee to succeed in your companies standards. I look forward with working with your company and being an exceptional team member.

Best Regards,

Ingrid Carrillo

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EXPERIENCE

Pet Paradise Supermarket, Franklin Park, IL — Shift lead

March 2023- January 2024

Greeted customers and their pets at the door, ensured that they were being helped with what was needed. Helped customers with scheduling grooming appointments through phone and in person. Answered phones and called customers as needed. Checked inventory on the days that shipment arrives. Put in the invoices in our shopify system helping determine prices and profit margins. Order products for the store and customers as special requests. Checked customers out in the shopify POS handling cash/debit/credit accordingly. Deposited grooming and store money at time of store closing. Made sure everything was well with employees and coworkers, and led them with guidance if needed. Helped my team with social media marketing and graphic designs such as knowledge posters, event fliers, sales and brand fliers.

Gerber Collision & Glass, Elmhurst, Glendale Heights, Schaumburg, Melrose Park IL — Call center representative – CSR – Parts coordinator

April - October 2018

May 2021 - January 2023

Spoke with customers to schedule estimates, repairs, tows over the phone and in person. Give customers any information they need to know on their vehicles. Email and print files, invoice parts that come in when needed, paperwork for insurances, parts vendors, tows, & customers. Speak with insurances, vendors, and other companies we work with. Handle cash and debit/credit cards accordingly. Clean, sanitize the lobby/restroom and make sure everything is organized. Order office supplies/shop goods. Deposit money/checks into a bank or computer system. Kept the parts room organized and brought out the parts to the technicians. Ran errands for managers such as dropping off vehicles to vendors or customers homes. Also picked up parts when needed from vendors. Learned how to drive vehicles in small spaces, wash vehicles, and quality check vehicles and products. Worked as a team with coworkers.

SKILLS

Customer service & Phone skills
- professional calls, leaving voicemails, answering in efficient time

Computer skills - Typing, emailing, scanning, printing, scheduling, invoicing, faxing, inventory

System knowledge - CCC1 System, Toast POS, Adobe Acrobat, Paymate, Shopify

Social media marketing

Graphic designs - Canva, Procreate, Adobe

Servsafe certified (2023)

Managefirst Restaurant certified (2023)

Knifing / Kitchen Equipment knowledge

Culinary Math (Metric and non Metric)

Baking -Egg tempering, meringues, pie crusts, pie fillings, cookie dough, breads, pastry/dessert, cakes

LANGUAGES

Fluent English & Spanish
(Speaking, writing, reading)

Max & Benny's Jewish Restaurant & Deli, Northbrook IL **—Hostess/Cashier**

March 2019 - November 2019

Received customers first thing they walked into the restaurant. Sat customers and their parties at their tables accordingly. Took restaurant reservations/orders through phone and/ or in person. Helped assist the servers and deli workers such as getting bread, water, and or bakery goods. Checked out customers from the restaurant and/or deli/bakery using POS toast system. Helped out with placing/charging bigger catering/bakery orders. Handled cash, checks, and debit/credit cards accordingly.

J.C Family Cleaning, Chicagoland area —Housekeeper

November 2018 - Current

Take off dust from furniture and other household items that require dusting. Put clean sheets and blankets on beds. Clean bedrooms and bathrooms. Vacuum and mop floors. Clean windows, door handles and other surfaces.

Jerry's Fruit & Garden, Niles IL — Cashier

September 2016 - March 2019

Greeted customers at the cash register. Rang up fruits and vegetables accordingly. Bagged customers grocery goods strategically. Counted and made sure cash was correct for every transaction. Handled cash, checks, and debit/credit cards accordingly.

McDonald's, Des Plaines IL — Front Crew

September 2015 - September 2016

Greeted customers and took their food orders. Handled cash accordingly. Helped with cleaning the restaurant and keeping it organized. Mostly worked in the drive-thru first window due to being time efficient . Worked with the beverages and fry machine. Helped stock the restaurant with new deliveries.

EDUCATION

Maine West High School, Des Plaines IL

Triton College, River Grove IL

January 2023 - current

Hospitality Administration with Culinary Arts Associate's Degree
Baking Certificate

Manage

National Restaurant Association



The National Restaurant Association
awards this certificate
to

INGRID CARRILLO

for mastering the competencies in

Customer Service 2.0

in the **ManageFirst®** Program

Sherman Brown
Executive Vice President, National Restaurant Association Solutions



ServSafe® CERTIFICATION

INGRID CARRILLO

for successfully completing the standards set forth for the ServSafe® Food Protection Manager Certification Examination, which is accredited by the American National Standards Institute (ANSI)–Conference for Food Protection (CFP).

23487669

CERTIFICATE NUMBER

3/6/2023

DATE OF EXAMINATION

Local laws apply. Check with your local regulatory agency for recertification requirements.

5600

EXAM FORM NUMBER

3/6/2028

DATE OF EXPIRATION



#0655

A handwritten signature in black ink, reading 'Sherman L Brown', is written over a horizontal line.

Sherman Brown
Executive Vice President, National Restaurant Association Solutions

