

# NATALY ESPINOZA

## PROFESSIONAL SUMMARY

Production Technician with a track record of enhancing equipment reliability and improving production processes to achieve measurable efficiency gains. Experienced in customer service from previous roles, demonstrating strong communication, problem-solving, and team collaboration skills. Proficient in Microsoft Word and Excel, bilingual, and committed to delivering quality results and continuous learning.

## EMPLOYMENT HISTORY

### PRODUCTION TECHNICIAN

*Apotheca.inc*

Jul 2023 - Aug 2024

*Gainesville, GA*

- ◆ Collaborate with teams to resolve equipment issues, boosting uptime and reliability.
- ◆ Led technical enhancements in production, achieving notable efficiency and quality improvements.
- ◆ Improved process reliability through teamwork, enhancing production standards.
- ◆ Worked with teams to troubleshoot equipment, increasing operational uptime and reliability.

### CASHIER/CUSTOMER SERVICE

*Walmart*

Jul 2021 - May 2022

*Gainesville, GA*

- ◆ Handled transactions, resolved inquiries, and maintained precise cash handling.
- ◆ Reduced wait times by optimizing checkout procedures.
- ◆ Supported team during peak hours for seamless service.
- ◆ Enhanced team dynamics and customer satisfaction.
- ◆ Ensured smooth operations across multiple registers.

### BEAUTY ADVISOR

*Ulta Beauty*

Sep 2024 - Present

*Gainesville, Ga*

- ◆ Conduct personalized beauty consultations enhancing client experience and satisfaction.
- ◆ Utilize expert product knowledge to offer effective skincare solutions.
- ◆ Stay updated with skincare trends to provide informed recommendations.
- ◆ Operate register efficiently, ensuring smooth transaction processes.

## EDUCATION

### HIGH SCHOOL DIPLOMA

*Lanier Career College Academy*

May 2023

*Gainesville, GA*

## SKILLS

Customer Service, Communication, Microsoft Word, Microsoft Excel, Computer Literacy, Bilingual (*Experienced*), Time Management, Problem Solving, Team Collaboration.

## LANGUAGES

English (*Native*), Spanish (*Native*).