

# Monica Sais

## **Ready to work, ready to learn.**

Spring Valley, CA

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+1 619 274 7271

Openly seeking employment in a career I would enjoy to apply for assistant manager and advance in my career

Authorized to work in the US for any employer

## Work Experience

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### **Shift Supervisor**

Soapy Joe's Car Wash-San Diego, CA

August 2024 to Present

All Soapy Joe's employees are expected to act responsibly, guided by our mission, vision and core values at all times to represent the Soapy Joe's brand promise to employees and customers.

### **Customer Service Representative**

Soapy Joe's Car Wash-Mission Gorge, CA

July 2023 to Present

Attend to customers either for the mobil gas station or car wash. Handling monetary transactions, restocking, cleaning and sanitizing of the store. Cleaning of bathrooms, gas pumps, trash and maintenance.

### **Delivery Driver**

DoorDash/Postmates-San Diego, CA

September 2018 to January 2021

I work as a responsible and reliable delivery driver transporting orders using an application on my cellphone and navigating between locations.

- Delivered products in a timely and courteous manner
- Maintained ongoing communication
- Consistently completed on-time deliveries
- Managed paperwork
- Maintained receipts and income from deliveries
- Obtained package signatures

### **Cashier/Customer Service**

The buffalo spot-National City, CA

July 2019 to October 2019

Provide exceptional customer service and handling cashier responsibilities. Keeping everything clean and sanitized and working in a fast pace environment. Greeting customers and offering samples and assisting them.

### **Game Advisor**

GameStop-San Diego, CA

March 2017 to February 2018

A GameStop game advisor provides exceptional customer services to patrons in the store. Game advisors provide information regarding video games including popular titles and consoles. Other abilities required are the ability to work in a fast-paced environment, patience with every customer, and operating a point of sale system.

### **Sales associate**

Spencers gifts-National City, CA

October 2015 to February 2016

Provide excellent customer service greet customers upon arrival and during exiting the store. Cash handling when assigned. • Assisted customers with locating items. Recommended items for sale or discounted items on sale to customers on sales floor. Handled monetary transactions on assigned cash register.

- Maximized sales transactions
- Handled returns and exchanges
- Kept store clean

### **Cashier**

Yum Yums-San Diego, CA

April 2015 to September 2015

Providing excellent customer service, taking orders from customers, cash handling at the end of every successful order. Making sandwiches, smoothies, juices, iced coffee, and frappes. Keeping the dining area and store clean and sanitized at all times.

### **Cashier**

Frosty king-Tehachapi, CA

October 2013 to December 2014

Take orders from dine-in & drive-thru while providing excellent customer service. Cash handling, getting complete orders out as soon as the order is ready. Keeping restaurant, FOH, BOH, and restrooms cleaned and sanitized.

- Rang up purchases
- Handled customer and guest complaints and concerns
- Greeted guests
- Stocked shelves

## Education

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### **Microsoft Certificate in Word, Excel and WPM**

Abled Disabled Advocacy Youth Build - San Diego, CA

September 2017 to November 2017

### **GED**

Chula Vista adult school - Chula Vista, CA

2012 to 2013

### **Certificate in Culinary arts**

San diego job corps - San Diego, CA

2012 to 2013

## Skills

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- Microsoft word (Less than 1 year)
- Microsoft excel (Less than 1 year)
- CDL
- Cdl Driver
- Customer Service
- Food Service
- Crew Member
- Computer Literacy (2 years)
- Retail Sales (1 year)
- Microsoft Outlook (Less than 1 year)
- Delivery Driver Experience
- Culinary Experience
- Cash Handling
- Restaurant Experience
- Cooking
- Catering
- Serving Experience
- Food Preparation
- Kitchen Experience
- Coffee Experience
- POS
- Flexibility
- Team Work
- Problem-solving
- Reliability
- Home Care
- Food Safety
- Kitchen Management Experience
- Meal Preparation
- Food Production
- Communication skills
- Cash register
- Basic math
- Retail sales
- Stocking
- Computer skills
- Microsoft Office
- Microsoft Excel

## Links

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<https://www.facebook.com/sais.monica?ref=bookmarks>

<https://www.instagram.com/princessmvs/>

## Certifications and Licenses

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**Microsoft Word**

**Microsoft Excel**

**Driver's License**

**Food Handler**

July 2019 to July 2022

**CDL**

**CDL C**

**Food Handler Certification**

**Non-CDL Class C**

## Assessments

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**Call center customer service — Proficient**

August 2021

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

**Customer focus & orientation — Proficient**

May 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

**Home health aide skills — Proficient**

February 2020

Providing care to patients in a home setting.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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Bilingual fluent in English & Spanish

Former volunteer for Ronald McDonald House of charities