

# Avery Banales

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## Professional Summary

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Results-driven sales and customer service professional with 8 years of experience in the hospitality industry and a strong background in industrial sales at Grainger. Adept at building relationships, identifying customer needs, and providing tailored solutions to drive sales and customer satisfaction. Skilled in Salesforce, SOE, and SAP for order processing and account management. Proven ability to learn and retain product knowledge, ensuring accurate recommendations in fast-paced environments. Passionate about delivering exceptional service and optimizing business operations through attention to detail and problem-solving.

## Skills

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- Customer service
- Communication skills
- Performance improvement
- Business Strategy
- Order accuracy
- Item promotion
- Food sales and promotion
- Cash Handling
- Food running
- Team building expertise
- People-oriented
- Retail sales
- Natural leader
- Customer support
- Self-motivated
- Problem resolution
- Organization
- Cold calling
- Employee training
- Warehouse training
- Running backups
- Food preparation
- Account oversight
- Order management
- Order processing

## Work History

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**Branch Sales Associate**  
***Grainger Industrial Supply***

November, 2023 to Present  
*Rancho Cucamonga, CA*

- Utilized Salesforce CRM to track customer interactions, manage accounts, and analyze sales trends
- SOE & SAP: Experienced in order processing, inventory management, and workflow optimization
- Grew my customer base by identifying needs and delivering relevant product solutions that were within budget and on time for my clients.
- Support branch efficiency by contributing to audits (BBC), monitoring hot buys, and upholding safety standards
- Assist in store organization and cleanliness, ensuring a well-maintained and professional shopping environment
- Maintained high customer service standards by promoting and upselling new products and services.
- Contributed ideas and provided constructive feedback at meetings.
- Strong Product Knowledge Retention – Quickly learns and recalls technical specifications, features, and benefits
- Adaptable & Quick Learner – Efficiently absorbs new product lines and industry trends to enhance customer solutions

**Bay Host** January, 2020 to Present  
**Topgolf** Ontario, CA

- Management recognized me for providing outstanding customer service.
- Ensured that all areas were clean, tidy, and well-organized.
- Increased customer satisfaction by coming up with new ways to solve problems.
- Struck up a friendly conversation with guests in order to establish rapport and encourage repeat business.
- Upsold high-profit items like appetizers and mixed drinks to boost sales.
- Greeted regular customers and maintained relationships with them.
- Was able to quickly and effectively resolve guest complaints.
- Checked identification to enforce the age requirement for alcoholic beverages.

**Event Ambassador** January, 2020 to Present  
**Topgolf** Ontario, CA

- Effectively communicated with kitchen staff about customer allergies, dietary requirements, and other special requests.
- Created a pleasant event atmosphere by interacting with guests in a friendly manner.
- Was in charge of event contracts, which included estimates, event profiles, and post-event summaries, among other things.
- Addressed guest concerns and issues, taking steps to resolve issues and boost customer satisfaction.
- Replenished food and other supplies, including paper products and canned goods to keep the pantry well-stocked during busy periods.
- Customers paid with credit cards, cash, and gift certificates, and I made proper change for cash transactions.
- Kept an eye on guests for signs of intoxication and immediately alerted management, ensuring a safe and welcoming environment for all patrons.

**Sales Associate** September, 2019 to January, 2020  
**Marshalls** Virginia Beach, VA

- Marked merchandise with identifying codes and accurate pricing to prepare it for the sales floor.
- Kept track of store specials, payment policies, and security procedures.
- Observed customer behavior in order to spot security threats and report them to supervisors.
- Organized displays and stocked shelves to draw customers' attention to specific items.
- Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service, and operational goals.
- Help customers by guiding them and answering their questions.
- Counted the cash in the register drawer at the start and end of each shift.
- Customers received directions and recommendations from me.
- Promptly and professionally responded to general inquiries from members, staff, and clients.

**Server** November, 2016 to September, 2019  
**Sushi Miguel Style II** Fontana, CA

- Was frequently complimented by customers for going above and beyond my normal responsibilities.
- Assisted customers in placing orders, explained menu items, and suggested appropriate alternatives for customers with food allergies.
- Seated guests at tables with courtesy, providing menus, and accurately recording drink orders.
- Was in charge of keeping the dining room, lobby, and service areas clean.
- Kept a high level of cleanliness and sanitation.
- Educated new employees on the restaurant's practices, culture, and procedures.

## Education

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**General Studies - Some college (No degree)**  
**San Bernardino Valley College** San Bernardino, CA