

# Leslie Ramirez

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Versatile freelance professional with experience across creative industries, property maintenance, and client services. I am looking for a field where I can bring my positive energy and quick learning skills to excel in your company.

## WORK EXPERIENCE

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### Self-Employed

Los Angeles, CA

*Freelance Professional*

*Sep 2021 - Present*

- Collaborated with renowned photographers, including Estevan Oriol, Frankie Orozco, and Calvin Leonard, to execute high-impact creative photoshoots
- Performed background acting for various film and media productions with Sertified Media Group, Standing Room Only, and United Casting Agency, demonstrating adaptability and professionalism in fast-paced set environments
- Assisted a skilled tradesman with residential maintenance projects, contributing to home repairs, renovations, and general labor tasks tailored to client needs
- Served as an appointment setter at Elegant Fireplace Mantels, generating leads by contacting prospective clients, scheduling consultations, and providing product information with a focus on customer satisfaction and conversion

### UPS

Los Angeles, CA

*Warehouse Associate*

*May 2021 - Jul 2021*

- Executed unloading, monitoring scanned parcels, and organizing an average of 1,200 parcels per hour onto conveyor belts, trucks, or pallets - exceeding the quota goal by 10%
- Collaborated with colleagues to streamline the loading process, resulting in a 20% increase in productivity and the ability to handle an additional 50–100 parcels per day
- Demonstrated exceptional attention to detail by identifying and reporting discrepancies or defects in shipping labels or on parcels - ensuring accurate delivery and minimizing customer complaints by 50%

### Sonoratown

Los Angeles, CA

*Server*

*May 2019 - Sep 2019*

- Efficiently handled all aspects of daily restaurant operations including phone and online orders, menu presentation, food safety, waiting tables, bussing, working the register, bartending, crowd control, sanitation operations, and inventory management - leading to a 10% increase in positive customer reviews
- Resolved customer issues and complaints promptly by employing effective conflict-resolution techniques and ensuring order accuracy, which led to a 30% reduction in unresolved complaints
- Created a memorable restaurant experience with my exceptional hospitality, positive attitude, and effective communication with staff - boosting customer loyalty and word-of-mouth marketing by 20%

### McConnell's Fine Ice Cream

Los Angeles, CA

*Server*

*Aug 2018 - Mar 2019*

- Managed front-of-house and back-of-house operations- including stocking inventory, menu presentation, food preparation, sanitation, utilization of Square POS for accurate order processing via multiple platforms, and resolution of customer complaints, enhancing operational efficiency by 30%
- Utilized the fundamental elements of optimal customer service to warmly greet and engage patrons, resulting in a 95% customer satisfaction rating based on feedback surveys and Yelp reviews
- Facilitated training for new staff on equipment usage, customer service, food safety, time management, cash handling, and front and back-of-house operations - resulting in a 20% reduction in training time
- Earned Employee of the Month for outstanding performance within the first two months of employment

**YNOT Community Services****Los Angeles, CA***Program Coordinator**Apr 2017 - Dec 2017*

- Organized and facilitated a weekly Saturday program consisting of group games- involving autistic students, teachers, parents, and volunteers to foster personal growth and create a sense of community
- Prepared engaging and interactive lesson plans for each class session tailored to individual skill levels, physicality, adaptability, and interpersonal skills- resulting in a 50% increase in student retention
- Participated in fundraisers that made our purpose known: To enhance concrete academic skills to improve participants' self-esteem to further their emotional and social growth

**SKILLS**

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Bilingual: English and Spanish | Leadership | Teamwork | Time Management | Attention to Detail | Customer Service | Organization | Adaptability | Reliability | Sales | Multitasking | Critical Thinking | Microsoft Software | Networking | Appointment Setting | 45 WPM |

**EDUCATION**

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**Los Angeles City College****Los Angeles, CA***Some College Coursework*