

# Nathan Melendez

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## ABOUT ME

I'm a people-first professional who thrives in fast-paced environments where every day brings something new. Whether I'm helping a customer find the perfect item, recommending something they didn't even know they'd love, or making sure their experience is smooth from start to finish — I'm in my element. With over 5 years in retail, hospitality, and customer service, I bring a mix of reliability, enthusiasm, and genuine care that leaves a lasting impression.

## WHAT I BRING TO THE TABLE

- Customer Connection: I know how to make people feel heard, valued, and appreciated.
- Sales Mindset: I love finding the right fit for each customer — and boosting revenue in the process.
- Team Energy: I work best when collaborating, encouraging others, and sharing ideas.
- Organization & Detail: From merchandising to cash handling, I keep things running smoothly.
- Adaptability: I can switch gears quickly, whether it's a rush-hour crowd or a sudden change in priorities.

## MY EXPERIENCE

### Shift Lead

Panda Express – Whittier, CA | Nov 2022 – Present

- Lead daily store operations, including opening/closing procedures, scheduling, and shift management.
- Train and mentor new team members, promoting a positive work culture and strong service standards.
- Support team in meeting sales goals through upselling techniques and attentive guest service.
- Ensure food safety, quality, and cleanliness standards are consistently met.
- Handle customer concerns with professionalism, turning challenges into positive experiences.

### Cashier & Guest Service

Chop Teriyaki – Pico Rivera, CA | Jan 2021 – Nov 2022

- Greeted and connected with customers, ensuring they left happy and satisfied.
- Recommended food and drink pairings to enhance the guest experience.
- Kept dining and kitchen areas spotless and inviting.
- Handled transactions accurately while keeping service friendly and efficient.

### **Sales Associate**

Old Navy – Puente Hills, CA | Jun 2020 – Jan 2021

- Created a welcoming shopping experience, helping customers find styles they loved.
- Used upselling techniques to increase sales while keeping recommendations genuine.
- Helped maintain a visually appealing store that drew customers in.
- Assisted with returns, exchanges, and special requests with a positive, solutions-focused approach.

### **Seasonal Sales Associate**

Macy's – Montebello, CA | Sep 2019 – Jan 2020

- Assisted shoppers during the busy holiday season, ensuring they found the right gifts.
- Built rapport with customers, leading to repeat visits.
- Kept displays and racks organized for a polished store presentation.

## **EDUCATION**

California State University, Fullerton – Bachelor of Arts in Business Marketing (In Progress) | Aug 2023 – Present

Rio Hondo College – Associate of Science in Business Administration | May 2023

James A. Garfield Senior High School – High School Diploma | Jun 2019

## **A FEW THINGS I'M PROUD OF**

- Frequently recognized by managers for going above and beyond with customers.
- Helped train and mentor new team members to feel confident in their roles.
- Consistently met or exceeded sales goals by keeping recommendations personal and relevant.