

# LEONARDO R. AGUILAR

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Previous experience as a Starbucks barista, advocacy of Legendary Customer Service and a coffee connoisseur qualify me to be your next Starbucks barista.

## SUMMARY OF QUALIFICATIONS

- Over 10 years experience in retail, food & beverage and advertising sales.
- Supervisory and Managerial Experience
- Excellent customer retention skills

## AWARDS & CONTRIBUTIONS

- 2008 Career & Technical Achievement (Venice Skills Center)
- 2003 Incentive Sales Award for Top Sales (MADSearch International, Inc.)
- 2002 Increased MADNews readership 300% by creating an online presence (MADSearch Int'l, Inc.)

## RELATED EXPERIENCE

### CUSTOMER SERVICE

- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Developed constructive/cooperative working relationships with customers, resulting in customer retention.
- Oral/Written Comprehension — The ability to understand information and ideas presented through spoken words and sentences, and communicate information and ideas in speaking so others will understand.

### SALES

- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, visual display merchandising and branding, and sales techniques and control systems.
- Maintained knowledge of current sales/promotions, payment/exchange policies and risk management.

### CLERICAL OPERATIONS

- Excellent organizational skills and a proclivity to adhere to store policies and streamline processes
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures
- Knowledge of computer hardware/software, including applications and programming.

## PROFESSIONAL SKILLS

- BASIC: Advanced Microsoft Office Suite, Basic Quickbooks
- OFFICE: Typing: 75 WPM; Date Entry: Alpha: 156 KPM/Numeric: 188 KPM
- OTHER: Adobe Creative Suite, Cascading Style Sheets, HyperText Markup Language, Blogger

## RELATED WORK HISTORY

- 2007-2008 Movies and More; Los Angeles, California
- 2005 Starbucks; Aventura, Florida
- 1997-2004 MADSearch International, Inc.; North Miami Beach, Florida
- 1981-1982 Broadway; Culver City, Florida

## EDUCATION

- 2008 Venice Skills Center; Venice, CA Certificate: Graphic/Web Design
- 2008 Miami Dade College; Miami, FL Certificate: Adobe Photoshop
- 1984 Urban League Data Processing Training Center; Los Angeles, CA Certificate: Data Processing
- 1981 Venice High School; Los Angeles, CA Diploma