**Jorge Castro** Contact #: (226)246-0101

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**EDUCATION:**

**High School Education**

Robert E Lee High School, San Antonio, TX 2010

 **SUMMARY OF SKILLS:**

* Customer Service, Telemarketing, Sales and Call Quality Experiences
* Social, great interpersonal skills, and able to communicate with diverse groups
* Ability to learn and apply new skills and concepts
* Ability to adapt to changes
* Work well alone or with a group with minimal supervision
* Fluent in English and Spanish

**VOLUNTEER EXPERIENCE**

**Avon Canada - Self-Employment**

**Sales Assistant & Deliveryman**

September 2012 – April 2017, Windsor, ON, CA

* Participated in selling Avon products from home and delivered to customers
* Assisted in social events and parties to enroll new clients
* Helped retain customers by recommending compensation ideas when needed
* Provided feedback from customers to improve customer satisfaction
* Delivered customer orders and collected payments
* Provided customers’ with the bi-weekly brochures door-to-door
* Dressed in an appropriate and professional attire while marketing to customers
* Helped plan to have short and long term goals to help reach bi-weekly targets

**The Humane Society, San Antonio TX 2001**

* Walked animals
* Fed and bathed animals
* Took care of different species of animals
* Cleaned after the animals
* Maintained the cleanliness of the store

**WORK EXPERIENCE**

**DTN Auto Mechanic, Windsor ON**

**Mechanical technician**

October 2016-September 2017, Windsor, ON

* Strong problem solving skills
* Quick and creative on my feet
* Attention to detail
* Evaluated cars and isolated the causes of the issue(s)
* Determined what needed repair or maintenance
* Handled machinery installations, dismantling, repairing and reassembling
* Also handled hydraulic lift when needed
* Followed instructions to repair the hydraulic lift
* Built relationships with customers
* Answered customers’ questions
* Advised customers of repair cost prior of repair
* Suggested different options to insure customer satisfaction
* Made sure customers were not in hazardous areas
* Prepared cars being sold (cleaning, fixing etc.)
* Helped maintain the cleanliness and safety of the shop
* Able to safely lift and carry 50 pounds or more
* Handled various measuring tools and equipment
* Skilled to work with or without electrical tools

**Miss Shawarma**

**Customer Service Manager**

February-October 2012, Windsor, ON

* Prepared ingredients for cooking
* Handled portioning, chopping, and storing food
* Operated cash register, ovens, stoves, grills, microwaves, and fryers
* Monitored food quality while preparing food
* Set-up and cleaned work stations
* Maintained cleanliness in prepping, cooking and eating areas
* Cleaned the entire restaurant including the restrooms, cooking tools and equipment
* Checked on customers to insure customer satisfaction
* Served appetizers while customers waited on their orders
* Kept track of inventory and reported to the owner
* Opened and closed the restaurant
* Worked alone or with supervision

**Cicis**

**Customer Service & Cashier**

Fall 2010-Summer 2011, Irving, TX, USA

* Customer service
* Greeted and served customers
* Made and prepped pizzas
* Handled cash register
* Maintained restaurant’s safety and cleanliness

**Wireless Gallery**

**Customer Service & Sales**

2007-2009, San Antonio, TX, USA

* Sold phones and phone parts (batteries etc.)
* Answered incoming calls from customers
* Handled cash register
* Maintained cleanliness of the store
* Helped owner with personal things outside the job
* Memorized phone models, carriers, prices, capabilities, accessories, etc.
* Kept track of stock and where everything was in the store
* Memorized who had a membership to buy products at whole sale
* Cared for customers with anything they needed

**Las Palapas**

**Cashier**

Summer 2006, San Antonio, TX, USA

* Handled the cash register
* Greeted and served customers
* Cared for customers for all their needs
* Maintained cleanliness of the restaurant