

KATHLEEN GOMEZ

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☎ (321) 305-7211

📍 New Smyrna Beach, FL
32168

PROFESSIONAL SUMMARY

Experienced professional with over ten years of experience in Customer Service. Excellent reputation for resolving problems and improving customer satisfaction. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

- Database and Client Management Systems
- Conflict Resolution Techniques
- Efficient and Detail-Oriented
- Training And Development
- Inter-Department Collaboration
- Cultural Awareness
- 65 WPM typing speed

EDUCATION

Florida State College At Jacksonville
Jacksonville, FL • 05/2020
Associate of Arts

Stockton Dental Institute
Melbourne, FL • 07/2013
Certification: Dental Assisting

Satellite High School
Satellite Beach, FL • 05/2011
High School Diploma

WORK HISTORY

Mallory Portraits - Sales Administrative Assistant
Portsmouth, NH • 05/2021 - Current

- Developed and updated spreadsheets and databases to track, analyze and report on performance and sales data.
- Coached new employees on administrative procedures, company policies, and performance standards.
- Collaborated with other teams to identify areas of opportunity and implement changes to optimize sales operations and reporting
- Leveraged CRM system to generate reports and analytics related to sales activities and revenue data

Intuition Ale Works - Bartender
Jacksonville, FL • 01/2019 - 03/2020

- Performed opening and closing duties, printing sales reports, setting up for incoming shifts, preparing cash drawers, and taking inventory.
- Trained 15 new bartenders on drink preparation, product promotion, garnish preparation, and sanitation.

California Pizza Kitchen - Bartender
Jacksonville, FL • 12/2014 - 10/2019

- Handled simultaneous customer, team, and business needs while avoiding unnecessary delays or errors.

The Jungle Organic Restaurant And Market - Customer Service Associate
Indialantic, FL • 08/2008 - 01/2012