

Nicole Martinez

Contact

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Education

Deltona High School Diploma

Key Skills

Fast learner
Problem solver
Determined
Computer knowledge
Always willing to help

Objective

Seeking to start off with an entry-level position to pursue a career in a high-level professional working environment.

Experience

March 2022 - Current
Quality Inspector • D Inspection • Performance
Designs

- Visually examines station appropriate material or product for defects
- Compares station appropriate product with production work order
- Verifies specified dimensions of station appropriate material
- Rejects defective parts and routes to Production Lead
- Working knowledge of engineering drawings, diagrams and Work Instructions
- Performs other inherent duties related, but not limited, to the above

December 2020 – March 2022
Customer service representative • Sales/Support •
Stripe

- Be able to work with multiple customers at a time while responding in a timely manner
- Manage different docs on multiple screens in order to give references and correct information to the customers
- The ability to provide well written, information emails post chat/call with Stripe users
- Able to identify error codes in the API for a user's Stripe account and provide the solution
- Working with escalating cases to the correct department
- Identify when involving a manager is needed in regards to an error that a customer is experiencing

- Manage through email responses and responding back in a timely manner while scheduling calls with Sales leads

June 2019 – November 2020

Shift Supervisor • All positions • Moes

- Greeting each customers with a loud and vibrant "WELCOME TO MOE'S!"
- Interacting with guests in an upbeat manner
- Making the guest's experience a fun and memorable one.
- Always being on time and ready to go with a can do attitude
- Being able to work with a team to get tasks done
- Presenting myself in a clean and respectful manner
- Self-motivated and ability to multi-task
- Doing inventory at the end of the night
- Managing employees in different positions and ensuring cleaning tasks are done and the restaurant is maintained

February 2020 - September 2020

Crew member • Hostess • Chilis

- Maintain a cheerful, courteous disposition and a neat, clean, and professional image.
- Greet guests upon entering and departing.
- Has the ability to assess the guest demeanor and identify when behavior should be called to the attention of a Manager.
- Bid farewell to guests leaving. Ensure everything was satisfactory and invites guests to return.
- Keep foyer, host area, and cocktail tables clean and free of clutter.
- Maintain the cleanliness and organization of the station. Ensure all menus are stocked and properly cleaned and maintained. Check for restocking of necessary supplies. Bring all areas up to standard.
- Inspect restrooms periodically and maintain cleanliness standards.
- Perform shift change and/or opening or closing duties.
- Adhere to all company safety and sanitation policies and procedures.
- Assist other Team Members as needed or when business needs dictate.
- Perform other duties as may be assigned