

Saliha Garza

Customer Relations & Administrative Professional

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Profile

Adaptable, client-focused professional with 10+ years of experience in customer service, retail management, and administrative roles with exposure to the construction and small business environments. Experienced in operational support, event coordination, document organization, and relationship management. Excels at handling multiple projects and priorities, supporting small business clients, and fostering positive relationships with diverse stakeholders. Aspiring to transition into contractor development and eager to expand into the construction industry. Currently pursuing formal credentials related to construction management.

Skills

Customer Service Excellence, Document & Data Management, Event & Workshop Coordination, Inventory & Logistics Support, Cash Handling & POS Systems, Basic Construction Terminology, Team Collaboration, Written & Verbal Communication, Project Scheduling Support, Basic Financial Concepts, Vendor & Supplier Relations, Microsoft Office Suite, CRM & Appointment Scheduling Tools, Public Outreach & Community Engagement, Relationship Building, Bilingual: English & Spanish, Basic Reporting & Recordkeeping, Attention to Detail, Problem Solving, Time Management

Languages

English | – Present

Fluent

Spanish | – Present

Fluent

Awards

Recognized for consistent “above and beyond” customer feedback | 2021-01-01

Mariposa Home Improvement Supply

Recognized by Mariposa Home Improvement Supply management for consistent “above and beyond” customer feedback (2021 & 2023).

Supported documentation preparation for over 100 contractor projects with 98% on-time delivery rate | 2022-01-01

Mariposa Home Improvement Supply

Supported documentation preparation for over 100 contractor projects with 98% on-time delivery rate in 2022.

Assisted with the successful logistics and outreach for three large-scale contractor education events | 2022-01-01

Mariposa Home Improvement Supply

Assisted with the successful logistics and outreach for three large-scale contractor education events (2022-23), resulting in increased local engagement.

Certifications

Construction Management Certificate | – Present

Los Angeles Trade-Technical College

Construction Management Certificate – In Progress

Notary Public, State of California | – Present

State of California

Notary Public, State of California – Pending Exam (scheduled August 2024)

Interests

DIY home renovation | – Present

urban gardening | – Present

community workshops | – Present

Experience

Mariposa Home Improvement Supply

Customer Relations Associate | 01 Apr 2018 – Present

Serve as the primary point of contact for contractor and homeowner clients, supporting the sales and project scheduling process for in-store and special order construction materials. Prepare sales documentation, organize transaction records, and assist in the collation of required documentation for credit applications and delivery scheduling. Assist project managers in basic coordination for store-sponsored contractor seminars, product knowledge sessions, and vendor outreach events. Support diverse business clients in accessing information on supplier financing promotions and community-based grant events (exposure to public and private assistance programs). Maintain accurate customer and sales records, coordinate with inventory team to ensure timely order fulfillment.

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- Prepare sales documentation, organize transaction records, and assist in the collation of required documentation for credit applications and delivery scheduling.
- Assist project managers in basic coordination for store-sponsored contractor seminars, product knowledge sessions, and vendor outreach events.
- Support diverse business clients in accessing information on supplier financing promotions and community-based grant events (exposure to public and private assistance programs).
- Maintain accurate customer and sales records, coordinate with inventory team to ensure timely order fulfillment.
- Notable Achievement: Supported three successful store outreach events, resulting in a 20% increase in contractor program enrollments in 2022.

Mesa Verde Building Supplies

Inventory & Office Assistant | 01 Jan 2014 – 01 Mar 2018

Provided operational and administrative support in a busy construction supply warehouse, including order tracking, basic invoice verification, and inventory reconciliation. Assisted small business contractor clients in navigating documentation requirements for pickups, discounts, and trade credit applications. Coordinated internally with warehouse, sales, and vendor contacts for timely project material deliveries. Entered and updated customer and order data in inventory management software; trained in the basics of construction materials and common project workflows.

- Provided operational and administrative support in a busy construction supply warehouse, including order tracking, basic invoice verification, and inventory reconciliation.
- Assisted small business contractor clients in navigating documentation requirements for pickups, discounts, and trade credit applications.
- Coordinated internally with warehouse, sales, and vendor contacts for timely project material deliveries.
- Entered and updated customer and order data in inventory management software; trained in the basics of construction materials and common project workflows.
- Notable Achievement: Instrumental in helping to reduce documentation errors by 15% through the implementation of a new dual-verification order process (as a team member).

Riverside Hardware & Garden Center

Sales Associate / Cashier | 01 Jun 2010 – 01 Dec 2013

Delivered customer service and sales support across building materials, hardware, and seasonal product lines. Handled point-of-sale transactions, reconciled daily cash, and provided basic information about construction and home improvement products. Supported assistant managers in the organization of small business customer special orders and in-store promotional workshops targeting local contractors and DIY clients. Gained initial exposure to documentation for financing and bid support for small contractor clients.

- Delivered customer service and sales support across building materials, hardware, and seasonal product lines.
- Handled point-of-sale transactions, reconciled daily cash, and provided basic information about construction and home improvement products.
- Supported assistant managers in the organization of small business customer special orders and in-store promotional workshops targeting local contractors and DIY clients.
- Gained initial exposure to documentation for financing and bid support for small contractor clients.

Education & Training

Bachelor of Arts, Sociology

California State University, Los Angeles

– 01 Jun 2010

Certificate, Construction Management

Los Angeles Trade-Technical College

– 01 Dec 2024

References

Available upon request.