# Marcos Radulović

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| **Profile**  Adaptable professional with over 8 years of experience in the hospitality and retail sectors. Skilled in customer service, inventory management, and basic office support. Adept at working in fast-paced environments and managing daily logistics. Currently seeking new opportunities outside of retail and hospitality to broaden professional skills.  **Skills**  Customer Service, Point-of-Sale Systems, Cash Handling, Inventory Management, Time Management, Merchandise Stocking, Basic Data Entry, Teamwork, Problem Solving, Conflict Resolution, Social Media Posting, Retail Sales, Basic Spanish (Conversational), Scheduling, Food Safety & Sanitation, Opening and Closing Procedures  **Languages**  English — Fluent  Spanish — Conversational  **Awards**  Employee of the Month | 2018-11-01  Urban Sportswear Outlet  Employee of the Month, Urban Sportswear Outlet (November 2018)  **Certifications**  Food Handler Certificate – State of Florida | 2021-01-01  State of Florida  **Interests**  Cycling  Travel  Coffee brewing  Contemporary art | **Experience**  **Front Desk Associate at Paradiso Fitness Club**  01 Jun 2022 – 30 Apr 2024  Greeted gym guests, processed memberships, and answered inquiries regarding class schedules. Handled routine billing discrepancies, coordinated towel service, and restocked retail items. Assisted with organizing local fitness events and managed email communications with members.   * Greeted gym guests, processed memberships, and answered inquiries regarding class schedules. * Handled routine billing discrepancies, coordinated towel service, and restocked retail items. * Assisted with organizing local fitness events and managed email communications with members.   **Barista / Shift Assistant at Daily Blend Cafe**  01 Feb 2020 – 31 May 2022  Delivered customer orders efficiently and maintained a welcoming cafe atmosphere. Oversaw cash register, restocked pastry and beverage inventory, and opened/closed shop. Trained two new part-time team members on basic job responsibilities and equipment use.   * Delivered customer orders efficiently and maintained a welcoming cafe atmosphere. * Oversaw cash register, restocked pastry and beverage inventory, and opened/closed shop. * Trained two new part-time team members on basic job responsibilities and equipment use.   **Sales Associate at Urban Sportswear Outlet**  01 Sep 2017 – 28 Feb 2019  Provided advice to customers on apparel and product features to drive sales. Monitored inventory levels and conducted scheduled stock takes. Maintained store appearance and facilitated seasonal promotions.   * Provided advice to customers on apparel and product features to drive sales. * Monitored inventory levels and conducted scheduled stock takes. * Maintained store appearance and facilitated seasonal promotions.   **Wait Staff at La Boca Steakhouse**  01 Jun 2015 – 31 Aug 2017  Delivered exceptional table service in a busy dining environment. Processed customer payments and collaborated with kitchen staff for smooth service. Received positive guest feedback for friendly and prompt assistance.   * Delivered exceptional table service in a busy dining environment. * Processed customer payments and collaborated with kitchen staff for smooth service. * Received positive guest feedback for friendly and prompt assistance.   **Education & Training**  **Associate of Arts (Incomplete), General Studies**  Miami Dade College  01 Jan 2013 – 31 Dec 2015  **Projects**  **Career gap**  01 Mar 2019 – 31 Jan 2020  Career gap: March 2019 – January 2020 (Relocated and pursued personal projects)   * Career gap: March 2019 – January 2020 (Relocated and pursued personal projects)   **References**  References available upon request. |