# Mirlande Aguilar

*Customer Service Professional*

Portland · OR · US

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## Summary

Enthusiastic customer‑service professional with 9 years of experience in retail, hospitality, and administrative support. Skilled at handling high‑volume inquiries, managing inventory, and coordinating day‑to‑day operations. Known for a friendly demeanor, strong organizational abilities, and a commitment to delivering reliable service. Seeking a role where interpersonal strengths and operational experience can contribute to team efficiency.

## Experience

### Assistant Manager at The Green Leaf Café

01 Jun 2019 – 30 Apr 2022

Portland, OR

* Supervised a team of 8 staff members, handling daily shift schedules and performance feedback.
* Managed inventory orders, performed weekly stock audits, and reduced waste by 12 % through improved ordering practices.
* Processed cash and credit transactions, maintained accurate daily sales reports, and ensured compliance with health‑code regulations.

### Customer Service Representative at BrightMart Retail

01 Jan 2017 – 31 May 2019

Seattle, WA

* Addressed customer inquiries in‑store and via phone, achieving a 95 % satisfaction rating.
* Operated POS systems, handled returns and exchanges, and performed end‑of‑day cash reconciliation.
* Assisted with visual merchandising and product placement to increase impulse purchases.

### Event Coordinator (Seasonal) at Pacific Events Co.

01 Jun 2015 – 31 Dec 2016

Portland, OR

* Planned and executed up to 10 regional trade‑show booths per year, managing logistics, booth setup, and vendor communication.
* Coordinated transportation, accommodation, and on‑site staffing for traveling teams.
* Tracked budgets and prepared post‑event reports highlighting attendance metrics and lead generation.

### Administrative Assistant at Evergreen Health Services

01 Mar 2014 – 31 May 2015

Eugene, OR

* Managed front‑desk operations, scheduled appointments, and maintained patient records in compliance with HIPAA.
* Performed data entry for billing and insurance verification, reducing claim processing time by 8 %.

## Education & Training

### Associate of Arts, Business Administration

Portland Community College

– 01 Jan 2013

## Skills

Customer service & conflict resolution, Point‑of‑sale (POS) systems (Square, Shopify), Cash handling & reconciliation, Inventory control & stock replenishment, Scheduling & shift coordination, Basic Microsoft Office (Word, Excel, Outlook), Data entry & record keeping, Event set‑up and teardown, Food safety & sanitation (ServSafe), Team training & onboarding, Multitasking in fast‑paced environments, Spanish (conversational)

## Languages

### English | – Present

Native speaker

### Spanish | – Present

Conversational

## Certifications & Credentials

### ServSafe Food Protection Manager | 2020-01-01

ServSafe

## Awards

### Employee of the Quarter – The Green Leaf Café (Q3 2020) | 2020-07-01

The Green Leaf Café

Recognized for outstanding customer feedback and teamwork.

### Best Booth Design – Pacific Events Co. Regional Trade Show (2016) | 2016-09-01

Pacific Events Co.

Awarded for creative layout that increased client engagement by 18 %.

## Interests

### Hiking, independent coffee brewing, local theater productions | – Present

## References

### References available upon request | – Present