# Mareva Wagner

*Customer-Focused Professional*

Renton · WA · US

marevawagner@email.com | (206) 555-0198 | https://linkedin.com/in/marevawagner

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| **Profile**  Customer-focused professional with over 8 years of experience in retail sales and hospitality operations. Skilled in client relations, inventory coordination, and team collaboration in fast-paced environments. Seeking to transition into a structured, process-oriented role where attention to detail and reliability are valued. While unfamiliar with construction documentation and project estimating, bring strong organizational habits and a commitment to following procedures accurately. Currently employed part-time in food service and open to full-time opportunities.  **Skills**  Customer Service, Cash Handling & POS Systems, Inventory Management, Team Collaboration, Scheduling Coordination, Microsoft Word & Excel (basic), Conflict Resolution, Social Media Posting, Event Setup Support, Multitasking in High-Traffic Settings, Food Safety Compliance, Data Entry, Telephone Etiquette, Merchandising, Time Management  **Awards**  Employee of the Quarter | 2021-06-01  Hometown Thrift & Vintage  Recognized as “Employee of the Quarter” in Q2 2021 for consistent attendance and positive customer feedback.  **Certifications**  Washington State Food Worker Card | 2025-12-31  Washington State  OSHA 10-Hour General Safety | 2020  OSHA | **Experience**  **Sales Associate / Shift Lead at Hometown Thrift & Vintage**  01 Mar 2019 – 01 Aug 2022  Assisted customers with product selection and checkout processes using Square POS. Trained 4 new team members in store policies and inventory tagging procedures. Organized seasonal sales events and coordinated display rotations. Managed daily cash reconciliation and reported discrepancies to store manager. Volunteered to help set up for community donation drives and local pop-up markets.   * Assisted customers with product selection and checkout processes using Square POS. * Trained 4 new team members in store policies and inventory tagging procedures. * Organized seasonal sales events and coordinated display rotations. * Managed daily cash reconciliation and reported discrepancies to store manager. * Volunteered to help set up for community donation drives and local pop-up markets. * Recognized as “Employee of the Quarter” in Q2 2021 for consistent attendance and positive customer feedback.   **Barista & Front Counter Supervisor at BeanCycle Café**  01 Jun 2017 – 01 Feb 2019  Prepared coffee and food orders during peak hours, serving over 100 customers daily. Oversaw opening and closing procedures, including equipment sanitation and shift logs. Handled cash and credit transactions while maintaining low error rates. Provided backup support for inventory ordering and supplier deliveries.   * Prepared coffee and food orders during peak hours, serving over 100 customers daily. * Oversaw opening and closing procedures, including equipment sanitation and shift logs. * Handled cash and credit transactions while maintaining low error rates. * Provided backup support for inventory ordering and supplier deliveries.   **Hostess & Catering Assistant at Harborview Bistro**  01 Jan 2016 – 01 May 2017  Greeted and seated guests, managed reservations, and coordinated table turnover. Assisted in catering event logistics, including setup and staffing support. Communicated guest concerns to kitchen staff and management promptly. Participated in annual holiday banquet setup for up to 200 attendees.   * Greeted and seated guests, managed reservations, and coordinated table turnover. * Assisted in catering event logistics, including setup and staffing support. * Communicated guest concerns to kitchen staff and management promptly. * Participated in annual holiday banquet setup for up to 200 attendees.   **Education & Training**  **Associate of Arts, Liberal Studies**  Green River College  – 2015  **High School Diploma**  Renton High School  – 2011  **References**  References available upon request. |