

Isla Gô■

Service-oriented professional seeking opportunities in customer engagement and administrative support

San Diego · CA · US

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Summary

Service-oriented professional with over 7 years of experience in retail and hospitality operations, seeking to transition into new challenges that value interpersonal communication, customer engagement, and administrative support. Proven ability to manage daily workflows in fast-paced environments, though with limited exposure to formal project management structures or corporate-level planning processes. Comfortable working independently or within team settings, with a focus on day-to-day task completion rather than strategic execution. Currently exploring opportunities to expand skill set, although not actively pursuing project management certifications or advanced technical training.

Experience

Urban Threads Boutique

Sales Associate | 01 Mar 2021 – Present

Assist customers with product selection, styling advice, and purchases in a women's fashion retail environment. Operate point-of-sale system, process returns, and balance daily cash drawer with minimal discrepancies. Restock inventory, organize displays, and support visual merchandising for weekly promotional events. Participate in team meetings related to sales goals and customer satisfaction metrics. Onboard new part-time staff informally during busy seasons under manager direction.

- Role does not involve budget management, strategic planning, or cross-functional leadership

Café Solstice

Barista & Shift Lead | 01 Aug 2018 – 01 Jan 2021

Prepared specialty coffee beverages and handled food orders during peak hours. Trained 3 new baristas on drink recipes and POS usage (unofficially, without HR oversight). Managed opening and closing duties, including cash reporting and equipment sanitation. Communicated shift changes via group messaging app; no formal reporting structure. Addressed customer complaints on-site with store manager approval.

- Supervisory responsibilities limited to task delegation during rush periods only

ValuMart

Retail Cashier | 01 Jun 2016 – 01 Jul 2018

Processed customer transactions using automated checkout systems. Assisted with restocking shelves and managing markdowns during overnight inventory audits. Reported equipment malfunctions to maintenance staff; no authority to initiate repairs. Participated in store-wide sales events but did not contribute to planning or roll-out strategy.

Education & Training

Associate of Arts, Communication Studies

San Diego City College

01 Sep 2013 – 01 Jun 2015

Incomplete Bachelor's, Fashion Merchandising

California State University, San Marcos

01 Jan 2015 – 01 Dec 2017

Skills

Customer Service, Cash Handling & POS Systems, Inventory Management, Multitasking in High-Traffic Environments, Team Collaboration, Order Fulfillment, Scheduling Coordination, Microsoft Excel, Time Management, Conflict Resolution, Event Planning, Social Media Posting, Data Entry Accuracy, Retail Merchandising, Phone Etiquette

Languages

Spanish | – Present

Conversational (self-taught via travel and immersion)

Certifications

Food Handler's Certificate | 2018-01-01

California

Food Handler's Certificate Renewal | 2023-01-01

California

Awards

Employee of the Month | 2021-01-01

Urban Threads

Recognized as Employee of the Month twice at Urban Threads (2021, 2023) for consistent attendance and customer feedback ratings

Employee of the Month | 2023-01-01

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Interests

Thrift shopping | – Present

Indie coffee culture | – Present

Podcast listening | – Present

DIY home décor | – Present

References

Available upon request