

# Abigail Cartagena

Hard Working Over  
Achiever

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## Skills

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Self-motivated and highly reliable person positioned to contribute strongly to customer service operations demanding tact, enthusiasm, and

an exemplary work ethic.

- **Customer Service:** Able to utilize strong math skills, team orientation, and interpersonal strengths to ensure the provision of high-quality customer service within fast-paced retail environments.

- **Communication & Presentation:** Charismatic communicator in speech

and in writing. Build lasting relationships with both peers and customers,

displaying humor, helpfulness, cheerfulness, and cultural sensitivity.

- **Organization / Computers:** Outstanding time-management and organizational abilities, willingly working unpredictable hours/overtime

to ensure organizational efficiency and profitability.

- **Key Strengths:** Intelligent and loyal team member, readily listening to others, acknowledging peer accomplishment, and contributing to positive and productive work environments and team morale. Swiftly learn and apply new work methods, procedures, and policies

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## Experience

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### **Kroger Marketplace / Self-checkout Clerk**

June 2017-June 2019, 3901 Holland Road, Virginia Beach, VA 23452

**I performed math functions to collect payments and make changes.**

**Operate registers, scanners, scales, and credit card/debit card terminals.**

**Memorized product locations throughout the store and was able to direct customers and make suggestions. Additional duties included requesting price checks, honoring coupons and vouchers, and bagging items.**

### **Walgreens/ Customer Service Associate**

December 2019 - April 2021, 856 S Military Hwy, Virginia Beach, VA 23464

**From my time at Walgreens, I have been taught how to carry out most if not all tasks associated with managing and keeping up with the store. With being closer, I can perform a plethora of tasks on my own and have a lot of responsibility as one of the last ones in the store.**

### **Instacart/ Customer Shopper/Deliverer**

April 2021- Present, Hampton Roads

**From working as a Contractor Employee for Instacart, I was tasked with shopping for customers' grocery items in a grocery store to fulfill their order and then deliver it to them at their desired dropoff location.**

**Working for them has taught me a lot of self-management skills, such as**

**setting my own work schedule, and has given me a great appreciation and**

**awareness of grocery stores and how they work.**

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## Education

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### **Princess Anne High School/ High School Diploma**

September 2015 - June 2019, Virginia Beach, VA

**Graduated with a 3.89 cumulative GPA**

**Dean's List; National Honors Society; Honors in Mathematics and Technology**

### **Tidewater Community College / Associates Degree**

January 2020 - 2022, Norfolk, VA

**Completed my pursuit of getting an Associate's Degree of Social Science from TCC.**