

ZARIA ASTERILLA

EDUCATION

OLD DOMINION UNIVERSITY
NORTHERN VIRGINIA COMMUNITY COLLEGE
SECURITY+ BOOT CAMP CERTIFICATE

Motivated and hardworking student pursuing a career in Business, with a focus on obtaining a degree in marketing, and a certificate from a certified Security+ course. Customer Service Representative with over three years' experience in telephone and face-to-face customer service. Experience with sales and customer care. Knowledgeable with handling customer complaints, and maintaining a positive and friendly disposition. Hoping to use my wealth of experience to attain employment in a customer service role.

EXTRACURRICULAR ACTIVITY/

VOLUNTEERING

- *Black Student Union Club*
- *All-Star Cheerleading*
- *AKA Debutante*
- *Key Club*
- *Manager Football Team*
- *Freedom Cheer Coach*

ADDITIONAL SKILLS

- *Problem-solving*
- *Creative Thinking*
- *Communication skills*
- *Teamwork skills*
- *Organization skills*
- *Leadership*

PROFESSIONAL EXPERIENCE

BARTENDER/ BARBACK

Topgolf, Oxon Hill, MD / May 2022 – August 2022

Assisting with greeting guests, creating a good first impression for the guest experience.

Inventory stock and requisition new stock.

Verifying age requirements.

Possessing full knowledge and descriptions of all wines, liquors, and beers In the restaurant, and making recommendations.

Sliced fruit and vegetable garnishes for drinks.

Presented guest checks to bar patrons.

Made correct change and/or completed any necessary charge card transactions.

Mixed and served alcoholic beverages as per client request and suggested.

CORPORATE TRAINER/SALES

Va Visionaries, Occoquan, VA / Sept 2021 – Nov 2021

Greet customers and ascertain what each customer wants or needs.

Describe merchandise and explain use, operation, and care of merchandise to customers.

Inventory stock and requisition new stock.

Ticket, arrange and display merchandise to promote sales.

Exchange merchandise for customers and accept returns.

Government contract business

Hiring/Training new recruits.

SALES/CASHIER

Nike, Triangle, VA / Apr 2019 – March 2021

Greet customers and ascertain what each customer wants or needs.

Describe merchandise and explain use, operation, and care of merchandise to customers.

Inventory stock and requisition new stock.

Ticket, arrange and display merchandise to promote sales.

Exchange merchandise for customers and accept returns.

Clean shelves, counters, and tables.

Help customers try on or get merchandise.

SALES/CASHIER

Against All Odds, Woodbridge, VA / Nov 2018 – Mar 2019

Greet customers and ascertain what each customer wants or needs.

Describe merchandise and explain use, operation, and care of merchandise to customers.

Recommend, select, and help locate or obtain merchandise based on customer needs and desires.

Compute sales prices, total purchases and receive and process cash or credit payment.

REFERENCE

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