

Robin Reyes

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SUMMARY

Results-driven Customer Service Professional with self-confidence, integrity, and commitment to customer service excellence. Creative, pragmatic and proactive problem-solver; Organized and attentive to detail, with demonstrated time management skills. Strong research, mediation, and negotiation skills gained from work place, home, and school experience.

EDUCATION

Business Administration with concentration on Human Resource Management December 2024
Southern New Hampshire University, GPA 3.967

The National Society of Leadership and Success February 2022- December 2024
Southern New Hampshire University Chapter

KEY SKILLS

- Successful leader, equally effective as member of a team.
- Highly organized, able to multitask and accomplish multiple objectives.
- Professional demeanor and attentive to detail.
- Solid academic skills and considerable experience planning and implementing programs, projects, and communications.

PROFESSIONAL EXPERIENCE

Ralphs Grocery Co. Compton, Ca. July 2000 - February 2011

Ralphs is one of the biggest grocery food store chains in Southern California. They are owned by Kroger, who also owns Food 4 Less right here in Southern California and Food Co.

District Bookkeeper/General Merchandise Clerk

- Responsible for customer service.
- Ordered merchandise and kept track of inventory.
- Created displays.
- Helped on the front line (Cashier)
- Unloaded merchandise off truck
- Answered phone calls, greeted clients, and scheduled appointments.
- Assisted with purchasing of safety supplies and processed client orders.
- Managed financial bookkeeping for the company using KAS.
- Daily cash receivables and BRINKS schedule
- Company audits
- Timekeeping processing using Kronos

Pechanga Casino Temecula, Ca. August 1998 - April 2000

Pechanga is one of the largest casinos/resorts on the West Coast, ran by the Band of Luiseño Indians. They have expanded the casino into an empire and at one time were named "Best U.S. Casino" by USA Today.

Vault Technician/Money Changer

- Conducted daily monetary transactions in excess of \$10,000.
- Organized and prepared daily transactions profile for casino management.
- Courteously assisted over 1000s of Spanish and English-speaking employees/customers per day in a high-pressure and fast-environment.

- Processed cash receipts and cash disbursements daily accurately
- Prepared bank reconciliations, and financial reports on a daily basis to assist managers with planning
- Proofread and edit journal entries prior to posting to ensure accuracy; discovered errors which saved the company thousands of dollars

VOLUNTEER EXPERIENCE

Freedom Crest Elementary School Menifee, Ca.

September 2014 - April 2020

Freedom Crest Elementary School is located in the Menifee Unified School District, it is a stepping stone in our local education system.

Parent Volunteer

- Volunteered 6 hours a day 4 days a week to teachers in need
- Helped with inventory in the library and every book fair
- Oversaw testing sites and committees
- Donated money and supplies to create the STEM center for the library

PROFESSIONAL AFFILIATIONS

Member of the National Society of Leadership