

Itzel Banuelos

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SUMMERY

A capable bilingual professional with over 7 years of customer service and administrative experience, focused on positive results and customer satisfaction. Eager to get an excellent opportunity to showcase my qualifications and skills.

EDUCATION

Northern Illinois University, Dekalb, Illinois

08/2017–Present

- *Bachelor of Science in Art (B.S. in Art)*

South Suburban College, South Holland, Illinois

08/2014–05/2017

- *General Education –The Associate of Arts (A.A.)*

SKILLS

- Bilingual; Fluent Spanish and English.
Computer: MS Word and PowerPoint.
Design Program: Photoshop, Illustrator, After Effect, Premiere Pro and InDesign.
In-depth knowledge and experience in customer support and task management.
Strong understanding of problem analysis, analytical thinking, and problem solutions.
Professional written and verbal communication skills.
Highly organized, with strong attention to detail.

EXPERIENCE

Panda Express

- *Counter Help*

04/2019–10/2019

Greeted all customers in a professional manner.
Maintained awareness of menu items and specials.
Endorse products by making recommendations and promoting specials.

Aurelios Pizza

01/2016–08/2018

- *Cashier/Server*

Make certain guest service is friendly, helpful, and fast.
Ring up the customer orders, process payments, and issue change and receipts.
Perform daily server duties and complete various reports as needed.

IHOP

09/2013–01/2016

- *Server*

Provide friendly, responsive service to create an exceptional dining experience for all guests.
Process all customer transactions and balance cash drawer.

STUDENT LEADERSHIP/ACTIVITIES

Alpha Psi Lambda, Dekalb, Illinois

04/18–Present

- Position; Fundraising, Community Services, Historian, Recruitment Chair.