

# Justin De La Torre-Hurtado

Burbank, CA 91504

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Looking to apply experience gained to help a company improve their operation by providing good customer service while being a team player. I learn and follow procedures well and I'm open to continually develop skills in a positive manner.

Authorized to work in the US for any employer

## Work Experience

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### **Associate**

Liberty Employment Services - Pasadena, CA

August 2019 to Present

- Contributes to maintaining office cleanliness
- Performs volunteer services for the following organizations in the Pasadena, CA area: Petco, Full Circle Thrift Store, and The Salvation Army

### **Sales Associate**

The TJX Companies, Inc - Sherman Oaks, CA

October 2017 to January 2018

- Separated and sorted clothing by brand and sizes
- Organized the products in the Home Goods section of the store

### **Guest Service Representative**

City of Burbank Olive Recreation Center - Burbank, CA

February 2016 to April 2016

- Performed set up of tennis equipment on the court
- Maintained the basketball court free of debris by sweeping
- Followed instructions in placing books on shelves according to order needed

### **Cafeteria Food Server**

Luther Burbank Middle School - Burbank, CA

April 2015 to September 2015

- Assisted staff with food preparation while following sanitation guidelines
- Served food to students and cleaned up kitchen area

### **Gym Floor Attendant**

YMCA - Burbank, CA

June 2014 to August 2014

- Performed setting up of equipment for gymnastics classes
- Routinely cleaned up mats as instructed
- Assisted maintenance crew in gathering towels for laundry

## Education

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### **High School Diploma in Customer Service, Cashier**

Bridgeport Vocational School - Sherman Oaks, CA

August 2017 to June 2019

### **High School Diploma in Math, Science, Social Studies, English, Computer Skills**

Burbank Unified School District - Burbank, CA

August 2011 to June 2019

## Skills

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- Customer service
- Sales
- Call center
- Customer Care
- Spanish
- Customer support
- Data analytics
- Guest Services
- English

## Certifications and Licenses

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### **Customer Service, Cashier**

June 2019 to Present

### **Math, Science, Social Studies, English, Computer Skills**

June 2019 to Present

## Assessments

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### **Retail skills: Shelf stocking — Familiar**

September 2019

Receiving and storing merchandise or product.

Full results: [Familiar](#)

### **Retail customer service — Familiar**

September 2019

Comprehending and responding to retail customer needs.

Full results: [Familiar](#)

### **Analyzing data — Completed**

March 2020

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data.  
Full results: [Completed](#)

### **Cashier skills — Completed**

September 2019

Calculating retail transactions and knowing cash drawer policies and procedures.

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.