

Justin Madrid

Portland, OR 97205

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Experienced Supervisor with a Customer Service, Sales, and Kitchen background.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Account associate

State Farm Mutual Automobile Insurance Company - Portland, OR
March 2021 to Present

Establish customer relationships and follow up with customers, as needed. Work with the agent to establish and meet marketing goals. Develop leads, schedule appointments, identify customer needs, and market appropriate products and services

Delivery Driver

Triton Transportation Inc. - Portland, OR
December 2019 to March 2021

Tasked with delivering packages to businesses and residences in a efficient rate. Physically lifting packages consistently that range in weight from 0.1lbs-50lbs.

Dispatch Supervisor

Triton Transportation Inc. - Portland, OR
December 2019 to March 2021

Tasked with handling company's emergency or non-emergency calls for help and information. Duties include monitoring routes, updating call logs, and recording call information. Responsible for setting goals for performance and deadlines in ways that comply with company's plans and vision. Organizing workflow and ensuring that employees understand their duties or delegated tasks. Tasked to communicate organizational needs that would manage the reciprocal relationship between staff and the organization so that each is successful.

Ground Service Agent

Horizon Airlines - Seattle, WA
January 2019 to January 2020

Playing a critical role in keeping flights running smoothly and safely no matter the weather. Tasked with duties such as baggage and cargo handling, aircraft marshaling, and aircraft deicing while being flexible with working around a schedule that varies from time to time.

Barista

Little Brass Café - Long Beach, CA
July 2018 to January 2019

Produced a friendly experience for traveling customers by providing and delivering gourmet coffee, Panini's, sandwiches, and artisanal baked goods while making the environment feel like a local experience for the patron.

Barista

Starbucks Coffee - Huntington Beach, CA

August 2017 to July 2018

Assisted customers with taking their orders on a POS system while also connecting with them and establishing a friendly relationship for future visits. Worked as part of a team to produce excellent quality drinks in a timely consistent fashion.

Monitoring Specialist

City of Los Angeles - Los Angeles, CA

August 2017 to June 2018

Park Film Monitor

Responsible for overseeing film production companies, student films, non-profit organizations, and government entities that have been issued a permit to film at the City of Los Angeles Department of Recreation and Parks property. Duties include ensuring park property is not damaged and park patrons are not endangered in any way while enforcing permit regulations and restrictions.

Photographer/Videographer

413 Incorporated - Corona, CA

January 2016 to August 2017

Collaborated with clients to guarantee satisfaction with advertisements. Improvised photographic methods and techniques. Monitored studio for adequate quantities of supplies. Conducted all photo shoots in a calm and professional demeanor.

Customer Service, Baker, and Dishwasher

Frosted Cupcakery - Long Beach, CA

February 2015 to June 2016

Worked as a team member performing cashier duties product assistance and cleaning. Expressed appreciation and invited customers to return to the store. Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service. Stocked and rotated inventory regularly. Organized the store by returning all merchandise to its proper place. Took special orders in person and over the phone. Took necessary steps to meet customer need and effectively resolve food or service issues.

Floor Staff

Regal Entertainment Group - Los Angeles, CA

October 2012 to January 2015

Received a Certificate of Customer Satisfaction from the District Manager and Received employee of the month for June 2013. Recorded customer order and repeated them back in a clear, understandable manner. Up-sold additional menu items, beverages and desserts to increase profits. Prepared and served beverages such as coffee, tea and fountain drinks. Served orders to customers at counters and tables. Mastered Point of Sale (POS) computer system for automated order taking. Carefully maintained sanitation, health and safety standards in all work areas. Closely followed standard procedures for safe food preparation, assembly and presentation to ensure customer satisfaction. Cleaned up spilled food, drink and broken dishes, and removed empty bottles and trash.

Billing Assistant

La Mirada Eye and Laser Center - La Mirada, CA
January 2011 to August 2011

Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax. Fielded an average of 20-30 customer service calls per day. Served as liaison between customers, store personnel and various store departments. Filled out expense reports for accounting. Established new customer accounts. Completed documentation for product and service sales.

Education

Associate of Science in Film

Los Angeles Film School - Los Angeles, CA
2015

High School Diploma

Buena Vista High School - Corona, CA
2010

Skills

- Customer Care
- Customer Support
- Customer Service
- Photography
- Food Handling
- Barista Experience
- Filming
- Coffee Experience
- Video Editing
- Upselling
- Adobe Photoshop
- Video Production
- Delivery Driver Experience
- Adobe Premiere
- Typing
- Microsoft Office
- Final Cut Pro
- Social Media Management
- Adobe Lightroom
- Adobe After Effects
- Adobe Illustrator

Assessments

Social Media — Expert

June 2020

Creating content, communicating online, and building a brand's reputation.

Full results: [Expert](#)

Sales skills — Familiar

October 2020

Influencing and negotiating with customers

Full results: [Familiar](#)

Customer focus & orientation — Highly Proficient

November 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

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