

Analize Cervantes

WORK EXPERIENCE

03/06/13-01/05/14

Cashier, Carl's Jr.—Perris, CA

- Cashing
- Experience in working in the drive-thru.
- Interaction with guests
- Cleaning and maintaining the restaurant.
- Upselling.

03/17/14-06/15/2014

Courtesy Clerk, Stater Bros. – Menifee, CA

- Bagged Groceries
- Directed Guests when they had questions.
- Collected all shopping carts.
- Memorization on the food aisles in the store.
- Helped guest take their groceries to their cars.
- Cleaned.

05/31/2014-Present

Cast Member, Disneyland – Anaheim, CA

- Cashier
- Cleaning the main street vending carts.
- Giving guests direction to locations on where they want to go and as well explaining some food locations they're interested in.

❖ Trainer

- Gaining knowledge on how to approach different cast members, in teaching them in different ways.
- Setting an example to new-hires, as in being productive, stocking, helping, and when cash handling.
- Help creating a comfortable environment for fellow cast members and also gained knowledge in answering their questions.
- Seeking answers when I don't have the answer for a cast member.

❖ Cash Lead/Vending Lead

SKILLS

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- Organized
- Computer: Microsoft Word, Microsoft PowerPoint
- I speak English and Spanish
- I am responsible when it comes to any task, thoughtful of those around me, and I am dedicated to achieve my aspirations.
- Gained knowledge on how to communicate with guests.
- Always willing to learn new things.
- Writer: novels, short stories, poems and even lyrics.

VOLUNTEER WORK

- 08/2004-2013 **Teen/ Young Adult Leader**, St. Vincent Ferrer Catholic Church,—
Menifee, CA
- Waitressed Organized Events
 - Helped children grow in their faith.
 - Help cook in the kitchen.
 - Small group sessions where I would ask them questions, ask them for their own opinion and if they were to shy, I would give them my opinion.
- 09/2012-06/2013 **Teacher Aid**, *Heritage High School—Romoland, CA*
- Filed and organized papers.
 - Grade papers.
 - Import scores in grade book.
 - Answer student questions.
 - Helping the teacher with any projects she needed done as in drawing, writing, coloring and putting students projects on the walls.

EDUCATION

- 09/13—Present **GE/Major Degree** (In Progress), *Cal State San Bernardino—San Bernardino, CA*
- Currently attending to obtain my GE Degree.
 - English/Creative Writer Major with a minor in script-writing.
 - Entering my 4th year at the University.
 - Expected Graduation year is 2017
- 08/12—06/13 **High School Diploma**, *Heritage High School –Romoland, CA*

REFERENCES

Penny Cook • (951) 970-4026

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