

Hello

I'm Hayley "Lee" Carrillo

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(909)775-4039
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Skills

- Advanced Communication Skills
- Advanced Analytical Skills
- Advanced Problem Solving Skills
- Proficient Computer Skills
- Advanced Leadership & Management Skills
- Advanced Time Management Skills

Experience

July 2015 - May 2017

The Coffee Bean & Tea Leaf, Rancho Cucamonga – *Barista*

- Sell and serve products to customers in a courteous and friendly manner
- Participate in all sales promotions effectively and efficiently
- Safely handle all hot and cold drinks during drink preparation
- Accurately ring orders into cash register and count back change in a friendly manner
- Weigh, grind, and pack coffee per customers' orders according to company guidelines

November 2015 - December 2015 (Seasonal)

Journey's Shoes, Rancho Cucamonga – *Sales Associate*

- Meet and exceed sales goals and standards of performance
- Perform all operational procedures accurately, in accordance with Operations Policies
- Maintain store appearance and stock room organization
- Provide a fun, full-service shopping experience to customers
- Stay informed of current fashion trends

May 2017 - Present

AMC Dine-In, Ontario – *Shift Lead/Server*

- Oversee operations when the manager is absent
- Assign duties to staff during shifts
- Provide customer service and managing complaints
- Train and coach new employees
- Provide direction and feedback to workers during shifts
- Maintain a positive, empathetic, and professional attitude toward customers at all times
- Acknowledge and resolve customer complaints

- Take food and drink orders from customers accurately and with a positive attitude
- Engage with customers in a friendly manner
- Ensure tables are enjoying their meals and take action to correct any problems
- Prepare checks that itemize and total meal costs and sales taxes

August 2019 - Present

The Breeze Paper, Rancho Cucamonga - *Editor*

- Read content and correct for errors in spelling, punctuation, and grammar
- Rewrite copy to make it easier for readers to understand
- Evaluate submissions from writers to decide what to publish
- Verify facts using standard reference sources
- Develop story and content ideas while being mindful of the audience
- Work with writers to help their ideas and stories succeed

Education

June 2016 - April 2020

Chaffey College, Rancho Cucamonga - *CSU-GE Certificate*

August 2020 - 2022

California State University San Bernardino, San Bernardino - *B.A. in English*

Awards

- Excellence in Digital Filmmaking

References

- **Daniel Baumann**
AMC Dine-In
Senior Manager
(909)476-1234
- **Ian Franov**
AMC Dine-In
Shift Lead
(909)278-2213
- **Michelle Dowd**
The Breeze Paper
Advisor
michelle.dowd@chaffey.edu