

CRYSTAL GAMARRA

Santa Ana, CA (949)275-5418 gamarracrystal2017@gmail.com

As a Public Relations student at CSU Long Beach, I am passionate about building meaningful connections and supporting diverse communities. I provide excellent customer service by addressing individuals' needs and concerns. I have strong communication and computer skills, and I am committed to supporting others in achieving their goals.

WORK EXPERIENCE

Bakery Associate | Paderia Bakehouse

04/2023 to 04/2024

17935 MacArthur Blvd, Irvine, CA 92614

- Prioritized quality service by warmly welcoming each guest upon their entrance, providing engaging interactions, and describing the company, menu, and seasonal items to ensure a memorable experience.
- Carefully packed baked goods with a focus on Paderia's elegant presentation, ensuring timely delivery, and sharing ingredients and allergy information with customers.
- Maintained the guest area, packing station, and appliances clean and organized by following sanitation procedures for a safe working environment.
- Prepared and served a variety of beverages, including teas, coffees, and specialty drinks, following exact measurements and garnishing techniques to uphold Paderia's high-quality standards.
- Managed the restocking of supplies, online orders, customer complaints, register sales, and opening and closing shifts, in compliance with company procedures.
- Assisted leads with additional tasks, including supervising vendors' deliveries, and running the store's inventory.

Sales Associate | UPS Store

06/2022 to 09/2022

174 W Lincoln Ave, Anaheim, CA 92805

- Delivered exceptional customer service by greeting all customers in a friendly, polite manner.
- Identified customers' needs and offered the most convenient services based on their specific requests.
- Routinely cleaned carpets, encounters, storage areas and appliances.
- Received and processed over 100 packages for shipping and handled cash and card transactions over \$2,000 per shift.

Host/Cashier/Server | IHOP

04/2021 to 12/2021

1840 S Harbor Blvd, Anaheim, CA 92802

- Properly greeted and escorted guests to assigned tables while supplying them with menus and specials.
 - Worked in a fast-paced environment, running the POS and packaging 100+ phone orders on weekends and holidays.
 - Memorized standard menu along with holiday specials, including appetizers, entrees, desserts, and drinks.
 - Maintained an 8-table section with a 40-guest capacity and served over 150 guests during busy shifts.
 - Answered questions about the menu, addressed additional requests throughout the dining experience, and suggested additional items to increase sales and ensure guest satisfaction.
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EDUCATION

CSU Long Beach

Public Relations BA

Costa Mesa, CA

2024-Present

Orange Coast College

A.A.-T in Communication Studies

Costa Mesa, CA

2021-2024

SKILLS

Organized

Detail-Oriented

Teamwork

Multitasking

Problem-Solving

Adaptability

Bilingual | Spanish-Fluent