

LOVELLE MARQUEZ

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San Antonio, Texas



SUMMARY

I am a hardworking and dedicated individual with experience in customer service and administrative support. Known for providing friendly and efficient service, I excel at managing guest flow, handling customer concerns, and working effectively as part of a team. As a current student at the University of Texas at San Antonio (UTSA), I am eager to apply my organizational and multitasking abilities in a fast-paced environment. I am committed to building a long-term career and contributing to a company that values customer satisfaction and team collaboration.

EDUCATION

University of Texas at San Antonio (UTSA)

- Current student
- Bachelor's of Science with degree in Neuroscience

John Marshall Law and Medical Services

High School

- 100.714 GPA
- Top 2% of class: Rank 11/531
- Graduated with Emergency Service Technician Endorsement

Northwest Vista

- 7 AP/ Dual credit classes throughout high school.

SKILLS

- Excellent communication and interpersonal skills for delivering outstanding customer service.
- Strong conflict resolution and problem-solving abilities for effectively addressing customer inquiries.
- Effective team collaboration to meet customer demands in fast-paced environments.
- Time management and multitasking skills to handle multiple tasks simultaneously.
- Experience with POS systems and cash handling.
- Detail-oriented and highly organized.

OBJECTIVE

- Eager to bring strong communication, teamwork, and organizational skills to contribute positively to the company.
- Looking for long-term opportunities to grow and develop within the organization.
- Aiming to gain valuable experience in a fast-paced, customer-facing environment.

PROFESSIONAL EXPERIENCE

Victoria Secret Seasonal Associate

Sales Associate | December 2024- Present

- Welcomed and greeted customers inside store, ensuring a welcoming and comfortable atmosphere.
- Maintained an in depth knowledge of all product in store, as well as specials and sales occurring.
- Connected with customers in order to assist and aid them in their needs.
- Achieved sales goals by utilizing upselling techniques.

Aspen Creek Grill

Hostess | January 2024- September 2024

- Greeted and seated guests, ensuring a positive customer experience.
- Collaborated with team members to maintain smooth operations during high-traffic periods.
- Resolved customer concerns promptly, enhancing guest satisfaction and repeat visits.
- Managed seating arrangements to minimize wait times and maximize guest flow.

Marnelli Real Estate Group

Assistant | July 2022-December 2023

- Provided customer service via phone, assisting with inquiries and solving problems quickly.
- Organized important documents, ensuring quick access for agents and increasing office efficiency.
- Assisted in planning company events, ensuring they ran smoothly from start to finish.
- Supported agents by preparing necessary paperwork for transactions and listing updates.

REFERENCES

• Stephen Bryan- Aspen Creek Grill Owner

Phone Number: +1 (317) 565 9717

• Billy Soliz- EMT instructor

Email: billy.soliz@nisd.net

• Danielle Marnelli - Marnelli Real Estate Group President

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