

# Alec J Contreras

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## Objective

An opportunity for employment in the industry where I can utilize my experience and knowledge to establish a productive employment relation of mutual benefit.

## Ability Summary

Customer Service Representative, over 2 months of experience.

## Employment History

### Customer Service Representative

04/2021 - Current                      Imperial Valley Regional Occupational Program                      El Centro, CA

- Packed and unpacked items to be stocked on shelves in stockrooms, warehouses, or storage yards.
- Stored items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas.
- Checked to ensure that appropriate changes were made to resolve customers' problems.
- Resolved customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- Generate prepress proofs in digital or other format to approximate the appearance of the final printed piece.
- Contacted customers to notify them of print order, when completed.
- Proofread and performed quality control of text and images.
- Received payment by cash, check, credit cards, vouchers, or automatic debits.
- Answered customers' questions, and provided information on procedures or policies.
- Helped customers find the location of products.

## Education History

Issuing Institution	Location	Degree Received	Course of Study
Imperial Pathways Charter School	El Centro, CA	High School Diploma	General High School Curriculum

## **Additional Information**

Honest, dedicated, team player and excellent work performance. In the past, I have been known for going beyond my assigned duties to provide excellent customer service. Given the opportunity, I would prove to be an asset to your company.

## **References Available on Request**