

KATHERINE MOZ

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Experience

[May 2019] [June 2022]

Front Row Cashier Manager

Hernandez Toy and Gift Shop

- Inventories of the merchandise in the store to keep a detailed record of the products that would be restocked.
- Overseeing customers to maintain COVID-19 guidelines for the Monterey County
- Provides a pleasant guide to customers in their shopping experience to obtain new customers and safeguard old ones.
- Resolve customer disputes in a patient manner to get the clients the best service in the store.
- Management of cash and credit/debit cards with any errors in the closure of the cash register
- Opens and closes the store to inspect the organization of the store and money changes in the register to give the best appearance and avoid any change inconvenience to the consumers.
- Creates weekly work schedules for 3 other co-workers to seek their best timing and keep a stable environment for each of the workers.

[September 2022] [Present]

Hairdresser

MQ-Styling Salon

- Creates advertisement in social media to promote the work done at the salon.
- Consults and analyzes client's need to suggest proper beauty treatments or hairstyles.
- Utilizes technical expertise to do perming procedures (curling and keratin treatments), cut, dye, setting up station.
- Manages products inventory to keep a detailed record on products in stock.
- Creates content and controls social media accounts (Facebook and Instagram)
- Schedules and organizes weekly appointments.
- Administers payment methods (cash, and mobile).
- Resolves guest complaints in an effective manner.
- Complies with all Health and Safe Regulations.

VOLUNTEERING

[September 2016] [May 2019]

Translator and Tutor

Salinas High School

- Teaches Math, Spanish and History to English learners' students.
- Multitasks between different students to work on their assignments.
- Creates networks between students, teachers, and assistants to improve the educational environment.
- Translates English assignments into Spanish for English learner's students.

[August 2022] [December 2022]

Spanish Tutor

Salinas Public Library

- Lectures one-one computer students in their bi-weekly class
- Practices and corrects students' errors with Google Apps
- Teaches basic knowledge of Google Apps
- Reviews US History questions for the Citizenship test in separate groups
- Interview one-one personal and civic questions with applicants
- Creates a safe environment for students under COVID-19 guidelines.

EDUCATION

California State University, Monterey Bay
5108 Fourth Avenue Marina, California 93933

Bachelor of Arts in Spanish Language and Hispanic
Cultures - Expected Graduation Spring 2023

GPA: 3.9

Hartnell Community College
411 Central Avenue, Salinas CA 93901

Associated of Arts in Spanish

GPA: 3.7

KEY SKILLS

- MARKETING
- SOCIAL MEDIA
- GOOGLE APPS
- WINDOW 7
- COSTUMER SERVICE
- ACTIVE LISTENER

LANGUAGES

- SPANISH
- ENGLISH

AWARDS

- HONOR STUDENT
- DEAN'S LIST AWARDEE
- ELD STUDENT OF THE YEAR