

Jordi Gutierrez

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Summary

A college student currently enrolled at San Jose State University who has excelled in a variety of fields including Sales, Customer Service, and Security.

Experience

Chipotle Mexican Grill | San Jose, CA Service Manager | 08/2016 - 03/2020

- Led a team of five to six crew members in order to ensure food quality standards as well as maintain a 99% customer satisfaction rate.
- Maintain inventory and reorder supplies as needed
- Document and quickly resolve all customer satisfaction issues
- Maintain a safe, fun working environment
- Organize all operations, focusing on quality and consistency

Avis Budget Group | San Jose, CA Rental Sales Agent | 07/2021 - 03/2022

- Provide information on local attractions and restaurants to non-local visitors
- Process up to 50 guest arrivals and departures daily
- Follow up on customer inquiries quickly and efficiently
- Identify and initiate cross-selling opportunities to increase overall profits

Securitas Inc | san jose, CA Security Guard | 06/2022 - Present

- -Maintain a safe environment for the customer while dressing according to policy.
- -Guide clients employees and contractors whenever needed.
- Performed physical security duties such as monitoring surveillance equipment, patrolling the building, and conducting perimeter checks

Skills

Customer service, Microsoft office, Management, Driving, Spanish

Education

De Anza College | San Jose, CA Business(Management Information Systems) | 05/2020

San Jose State University | San Jose, CA Business(Management Information Systems) | 07/2023