

Kristal Monterrosa

kristalricardo1904@gmail.com • (619) 634-6006

[LinkedIn](#) • San Diego, CA, 92105

Administrative Support

Results-driven professional with credible history of managing administrative operations and delivering high quality support for meeting organizational objectives. Instrumental in delivering excellent customer service while completing work ahead of schedule to ensure customer success, client satisfaction, and long-term retention. Innate ability to build robust relationships with stakeholders, management, and clients, achieving challenging business goals. Eloquent communicator, with solid organizational, interpersonal, and problem-solving skills.

Areas of Expertise

- ◆ Administrative Support
- ◆ Team Leadership/Co-ordination
- ◆ Office Operations Management
- ◆ Budget/Payroll Administration
- ◆ Records/Diary Management
- ◆ Cost Reduction & Containment
- ◆ Continuous Process Improvement
- ◆ Problems & Issues Resolution
- ◆ Relationship Building
- ◆ Client Satisfaction & Retention
- ◆ Conflict Resolution
- ◆ Staff Training & Development

Education & Certification

GED – Medical Assistant Education – In-progress

Missionary Chapel, Home School

Premier Food Safety Certification

Professional Experience

Green Spot, San Diego, CA

2019

Customer Service Team Member

Operated cash register by receiving payment in cash, check, and credit card. Accurately tallied cash in register drawer at beginning and conclusion of shift. Identified financial frauds/errors/irregular transactions by performing detailed audit. Recorded customer orders and computed bills by utilizing cash registers and POS systems. Utilized wide variety of methods to train new team members regarding POS system operation, customer service strategies, and sales goals. Assigned work to employees based on shift requirements, individual strengths, and training. Described product specifications and provided exceptional care to prospective clients. Collaborated with managers to establish initiatives for service improvement.

- Delivered rewarding shopping experiences with individualized care for customers.

Rubios Coastal Grill, San Diego, CA

2017 – 2018

Shift Leader

Managed and guided kitchen staff on meal preparation and service delivery. Provided end-to-end costs and inventory management. Performed HR tasks such as, recruitment, employee development, disciplinary action initiation, and performance evaluations. Analyzed business operations to optimize area coverage and customer satisfaction. Prepared and coordinated weekly and special event menu plans. Directed the cleaning of the stove, oven, and equipment following each shift. Promoted safe working environment by adhering to all company safety procedures, policies, and regulations.

- Leveraged superior leadership traits while managing 17 employees.
- Recognized by the management for administering \$6K in daily cash and credit transactions.
- Defused volatile customer situations calmly and courteously, fostering brand loyalty and boosting customer retention.

Additional Experience

Cashier, Line Cook, Rubios Coastal Grill, San Diego, CA

Housekeeper Aide, Marriott Residences Inn, San Diego, CA