

Chris Garcia

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SUMMARY OF QUALIFICATIONS

- 3 years' experience in customer service and public relations.
- Excellent organization and written communication skills.
- Strong project management, initiation, and problem-solving skills.
- Creative, conscientious, team-player, and group leader.

EDUCATION

B.A. Communication, anticipated May 2014
Notre Dame de Namur University (NDNU), Belmont, CA
GPA: 3.8

WORK EXPERIENCE

Customer Service Representative

The Cafe - Belmont, CA September 2011 to present

- Act as shift manager, balance cash register receipts daily, complete reports, and organize cash for bank deposits.
- Worked with local non-profit agency to publicize and encourage customers to attend special event resulting in 10% increase in attendance from previous year.
- Represented *The Cafe* at recruiting event at local community college. Presented information to over 100 students about job opportunities.
- Greet customers, fill orders, and maintain exemplary sanitation standards.

Marketing Department Intern

ABC Publishing Company - Palo Alto, CA January 2013 to May 2013

- Wrote press releases for four new titles. Compiled list and mailed out releases. Followed up with editors re promotional materials. Received press for two out of the four books.
- Completed registration forms for major trade show with budget of over \$50,000. Followed up with service providers to ensure materials were received in timely manner.
- Wrote promotional copy and provided rough layout for direct mail brochure highlighting new titles. Brochure mailed to over 50,000 customers.
- Provided support to marketing department staff of four; involved in publicity, trade shows, and promotional copywriting.

LANGUAGES

Bilingual: Spanish and English

HONORS AND ACTIVITIES

Dean's List, multiple semesters
President, Business Communications Club (BizCom)
Volunteer, Second Harvest Food Bank and InnVision Shelter Network