Enmanuel Pacareu Santana

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**Education:**

* Aircraft Maintenance Technician – George T Baker Aviation Technical College
* Bachelor of Arts in Liberal Studies - Law, Business and Society Track

Florida International University

* Associate in Arts - International Relations

Miami Dade College

**Experience:**

***Guest Service Representative, Crandon Park Tennis Center,* Key Biscayne, Florida 33149 April 2021 to February 2022**

* Greeting guests upon arrival and making them feel welcomed.
* Administering Check-ins and check-outs.
* Providing front desk services to guests.
* Assigning courts and taking care of administrative duties.
* Delivering mail and message.
* Processing guest payments.
* Diffusing conflict or tense situations with guests.

***FC Associate I,* Amazon DMI2, Miami Gardens, Florida 33169, November 2018 to February 2020**

* Demonstrates professionalism and confidence in using my communication skills to meet the fulfillment center daily and yearly shipment goals.
* Processed customer shipments and damages as well as prevent thefts.
* Consistently meet or exceed gross goals.
* Maintained cleanliness and order in the warehouse.
* Identified inefficiencies and made recommendations for process improvements.

***Sales Associate*, The Home Depot, Miami Lakes, April 2016 to January 2019**

* Provide fast, friendly service by actively seeking out customers to assess their needs and provide assistance.
* Provide a safe working and shopping environment by following all safety policies & standards.
* Completing specified safety training, immediately correcting hazards & unsafe conditions or reporting conditions to the Manager on Duty.

***Crew Member, Little Caesars, Hialeah Gardens, April 2016 to January 2017***

* Provide quality and friendly services to our customers in a fast-moving environment.

***Customer Services, Miami Dade College North Campus at the Business Resort Center, January 2011 to April 2013***

* Log in/Log out students from he/or she account of the lap
* Give studying materials to students when he/or she need it
* Maintain a good working environment in the working area
* Teach the volunteers students how to put books that were donated by the college into the system

**Abilities:**

* Using Computer: Microsoft Office (Word and PowerPoint, etc)
* Fluent in Spanish & English