

Ella Malek

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EXPERIENCE

Walmart, Cedar Park — *Customer Service rep*

SEPTEMBER 2021 - PRESENT

Started as a cashier, seeing hundreds of customers daily and interacting in kind conversation with each one. Helping customers find what they need and offering a kind and generous experience each time they were in the store. Worked my way to working at the Customer Service Desk, where I manage returns, dealing with frustrated customers and helping them get their money back in a calm and satisfied way. Currently work this position as a "backup team lead", where I have learned how to distribute money, open the front-end of the store, keep track of everyone's breaks, lunches and manager needs. Cover team leads lunches, fill in when they're sick or on vacation, and assist as a team lead on busy days in the store.

Starbucks, Georgetown — *Barista*

March 2020 - April 2020

Took hundreds of orders daily, worked to fulfill and handmake drink orders, and food orders. Took forms of payment for orders, learned to calculate change and interact with customers in a kind and welcoming way.

EDUCATION

High School, homeschooled — *High school diploma*

SKILLS

Fast learner, with the ambition to learn new things.

Out-of-the-box thinking, to provide new ideas and solutions.

A love of problem-solving.

Strong work ethic.

LANGUAGES

English