



ETHAN MARTINEZ

Cart Attendant



PROFESSIONAL SUMMARY

Driven Cart Attendant with 5 years of experience in optimizing cart operations and delivering exceptional customer service. Adept at maintaining a clean and safe environment while efficiently assisting customers. My commitment to enhancing the shopping experience through effective communication and problem-solving skills makes me a valuable addition to any team.



WORK EXPERIENCE

Cart Attendant

Pineapple Enterprises

Jan / 2022-Ongoing

Santa Monica, CA

1. Ensured timely cart delivery to enhance customer convenience and satisfaction.
2. Maintained cleanliness and orderliness in cart areas, complying with safety standards.
3. Assisted customers with inquiries and cart management to improve their shopping experience.
4. Collaborated with team members to optimize cart collection and organization processes.
5. Addressed customer concerns with empathy, resolving issues promptly to ensure satisfaction.
6. Monitored inventory levels of carts and reported shortages to management.
7. Provided excellent service, fostering a welcoming environment for all customers.

Cart Attendant

Crescent Moon Design

Jan / 2020-Jan / 2022

Portland, OR

1. Gathered carts from the parking lot, ensuring availability for customers.
2. Provided assistance to customers, particularly the elderly or those with disabilities.
3. Maintained a steady supply of carts during busy hours, preventing shortages.
4. Adapted to various weather conditions while performing duties effectively.
5. Demonstrated strong communication skills by engaging with customers and addressing their needs.
6. Prioritized customer service by being responsive and attentive.



EDUCATION

High School Diploma

Lincoln High School

Jan / 2018-Jan / 2020

Toronto, ON

Completed general education requirements, focusing on communication and customer service skills.

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SKILLS

Customer Service Skills



Equipment Operation



Punctuality



Customer Interaction



Sales Support



INTERESTS

Scuba Diving

E-sports

Reading Fiction

Puzzle Solving



STRENGTHS



Stewardship



Teamwork



Tenacity



Vision



LANGUAGES



English



Polish



Mandarin



ACHIEVEMENTS



Achieved a 95% customer satisfaction rating through effective service.



Maintained an organized cart area, reducing retrieval time by 30%.



Streamlined cart retrieval process, increasing efficiency during peak hours.