

Peter Escarcega

Phone: 928-555-1234 Email: pbe123@nau.edu

Relevant Skills Summary

- 3+ years of customer service experience and communicating with diverse audiences
- Bilingual in Spanish and English, written and verbal
- Strong leadership abilities in formal roles and in informal settings (class projects)
- Passionate about using education and experience to help others
- Ability to adapt quickly, solving problems immediately while studying abroad

Education

Northern Arizona University – Flagstaff, AZ Expected Dec. 2020
Bachelor of Arts, Psychological Sciences
Spanish Minor

Universidad Rey Juan Carlos – Vicálvaro, Madrid, Spain Summer 2019
Cultural immersion and test of adaptability through study abroad
Fluent in Spanish speaking and writing

Experience

Beaver Street Brewery – Flagstaff, AZ 2/2017 – 5/2019
Server (4/2017 – 5/2019)

- Provided excellent customer service to 10-60 customers hourly within teams of 3-15
- Took on extra responsibilities as needed and asked for more work during slow times
- Suggested improvements of back-to-front-of house communications, adopted and still used
- Promoted after 2 months because of perfect attendance and showing initiative regularly

Host (2/2017 – 4/2017)

- Used interpersonal skills to enhance the waiting process for customers with long waits
- Analyzed flow to effectively assign tables with customer experience and servers in mind, increasing seating by 2-4 tables per hour

Spanish Club – Flagstaff, AZ 1/2017 – 12/2018
Vice President (1/2018 – 12/2018)

- Assisted President with writing meeting agendas, minutes, and running meetings for 30+ members in both English and Spanish
- Planned and executed a fundraising event to raise \$1,500 towards club expenses
- Created fun and interactive activities to facilitate the learning and improvement of Spanish

Secretary (9/2017 – 12/2017)

- Created a reformatted, easy-to-comprehend template for agendas and minutes to create consistency, save time, and increase readers/opens by 33%
- Maintained weekly attendance and took notes while translating from English to Spanish