

# Peter Escarcega

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## Summary Of Qualifications

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- 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

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**Northern Arizona University – Flagstaff, AZ** Expected 12/2024  
Bachelor of Arts, Psychological Sciences

- Spanish Minor

**Universidad Rey Juan Carlos – Vicálvaro, Madrid, Spain** Summer 2023

- Cultural immersion and test of adaptability through study abroad
- Fluent in Spanish speaking and writing

## Work Experience

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**Server | Beaver Street Brewery – Flagstaff, AZ** 4/2021 – 5/2023

- 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
- Implemented improvements for back-to-front-of house communications
- Promoted after 2 months due to perfect attendance and showing initiative regularly

**Host | Beaver Street Brewery – Flagstaff, AZ** 2/2021 – 4/2021

- 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

## Extracurricular Experience

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**Vice President | Spanish Club – Flagstaff, AZ** 1/2022 – 12/2022

- 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 | Spanish Club – Flagstaff, AZ** 9/2021 – 12/2021

- 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