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James Marinaro

938 Wailupe Drive · Wailuku, HI 96793

Qualifications Summary

Highly personable with over eight years of experience in Customer Service in the Food Industry, and Retail Industry.

* Talent for identifying customer needs and presenting appropriate company product and service offerings.
* Track record of assisting in training and supervising of new hires.
* Expertise in resolving customer service issues.
* Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Outlook).
* Able to type 35 to 40 WPM

Experience

Taco – Kahului, HI 2003 to 2004

Crew Trainer

Served as a crew trainer for new hires. Starting position was a cashier.

Also moved to food preparation.

* Also filled in positions wherever I was needed.

Sears– Kahului, HI 2004 to 2006

Auto Mechanic

Serviced and maintain motor vehicles.

* Became top mechanic for our store for months at a time.

Westin Kaanapali Resort and Spa – Lahaina, HI ’05-06 / ’07-07

Wait help and Food Runner

Help prep tables and bring out food when needed

* I worked in multiple positions to better learn the industry.

Sports Authority – Kahului/Honolulu, HI 2006 to 2007

Sales Associate

Sell sporting goods and check out customers

* Able to work wherever I am needed.

Home Maid Café – Kihei, HI 2007 to 2014

Restaurant Manager

Run the business from open to close.

* Work every position possible.

Education

Bachelor’s Degree in Business Management · University of Hawaii, Honolulu HI

 ITTT TEFL/TESOL certificate

Reference Upon Request