



SANTIAGO GOMEZ CALDERON

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PROFESSIONAL SUMMARY

Enthusiastic Business Management diploma student with a solid background in customer service. Proven ability to deliver exceptional client interactions and foster positive relationships. Equipped with a strong understanding of business principles, including strategic planning and project management, complemented by hands-on experience in enhancing customer satisfaction and operational efficiency. Eager to leverage academic knowledge and practical skills to contribute effectively in a business environment.

SKILLS

Teamwork	Problem-solving	Organization
Customer Focused	Adaptability	Interpersonal Skills

EXPERIENCE

Dishwasher - Earls Kitchen & Bar, Vancouver, BC

April 2024 - Current

- Clean and sanitize dishes, glassware, utensils, and kitchen equipment following strict hygiene and safety standards.
- Maintain an organized dishwashing station, ensuring a continuous supply of clean dishware for the kitchen and dining areas.
- Assist kitchen staff with basic food preparation and storage tasks, contributing to a seamless workflow during peak service hours.
- Dispose of kitchen waste responsibly and maintain cleanliness of work areas, including sweeping and mopping floors regularly.
- Collaborate with team members to ensure efficient operations and timely service, demonstrating flexibility and a positive attitude.
- Monitor inventory levels of cleaning supply and detergents, ensuring availability to maintain cleanliness standards.

Grocery Store Worker - Mini Market Mr. Toto, Cali, Valle Del Cauca, Colombia

February 2022 - September 2023

- Received and organized inventory on shelves and racks, ensuring efficient stock management and easy accessibility for customers.
- Provided excellent customer service by assisting clients with inquiries, processing transactions, and resolving issues to enhance the shopping experience.
- Managed point-of-sale operations, including accurate processing of payments and handling of cash, credit, and debit transactions.
- Conducted daily inventory counts to ensure accurate record-keeping and timely restocking of products.
- Maintained cleanliness and organization of the store to create a welcoming and appealing shopping environment.
- Assisted with deliveries and logistics, ensuring timely and accurate distribution of products to customers as needed.

EDUCATION

Diploma - Business Management
Arbutus College , Vancouver
February 2025

Diploma - High School
Nuestra Señora De Fatima Cali, Cali, Colombia
December 2022

LANGUAGE

English - Upper Intermediate B2

Spanish - Advanced C1
