

Shanecia Gonzalez

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Summary

A marine spouse that is self-motivated, dedicated, and a Business Management student. Experienced with marketing, management, and customer service. Excellent written and verbal communication skills.

Core Professional Skills

Management	Strong multi-tasking	Customer Service
Communication	Decision-making	Marketing
Skills	skill	

PROFESSIONAL EXPERIENCE

Associate Banker

June 2019- May 2020

JP Morgan Chase, Rancho Santa Margarita, Ca

- Assist customers with their financial transactions.
- Deliver exceptional customer service.
- Help customers use all the tools needed to make their transactions.
- Carefully handle money efficiently.

Assistant Service Manager

Aug 2015 – June 2019

H-E-B, PEARLAND, TX/ BEAUMONT, TX

- Trained new employees on proper protocols and customer service standards.
- Designed improvement plans.
- Maintained work environment in a clean and sanitary manner.
- Determined customer needs by asking relevant questions and listening actively to the responses.
- Responded to customer concerns with friendly and knowledgeable service.
- Answered customer telephone calls promptly and in an appropriate manner.
- Assigned work to team members based on company needs, personal strengths, and job knowledge.
- Communicated clear expectations and goals to each team member.

Athletic Marketing

Jul 2017 – Jan 2019

LAMAR UNIVERSITY, SML KING JR PKWY, BEAUMONT, TX

- Advertised sporting events that are held at Lamar University.
- Interacted with the people who attend the games.

- Managed half-time or any in-game events.
- Promoted lifelong skills such as discipline and good sportsmanship.

EDUCATION AND CERTIFICATIONS

Bachelor of Business Administration in Management

Estimated Graduation December 2022

Lamar University, Beaumont, Texas

License Real Estate, License #0225257239

Effective 2021, Expiration 2023

State of Virginia

COMPUTER SKILLS

- Word
- Excel
- Access
- PowerPoint
- Google Docs
- Spreadsheet & Database