

ANGEL PEREZ

PROFILE

Energetic and creative professional with strong experience in customer service, brand representation, and fast-paced retail environments. Skilled in communication, audience engagement, and problem-solving, with a growing interest in digital marketing, social media content creation, and consumer behavior. Known for adaptability, teamwork, and the ability to connect with diverse audiences. Seeking to apply communication strengths and creative thinking to an entry-level marketing, communications, or brand support role.

ACTIVITIES AND INTERESTS

- Social media content ideas & aesthetics
- Photography and casual photo editing
- Exploring brand trends and creative advertising
- Community event volunteering
- Budgeting & organizing digital planners
- Bilingual communication practice (Spanish/English)

WORK EXPERIENCE

- **Cashier & Customer Support**
- **Lowe's Home Improvement**
June 2025 – Present
- Assist customers with product inquiries, improving their experience through clear communication and helpful recommendations.
- Support brand image by maintaining a positive, welcoming store environment.
- Handle online orders, returns, and customer pickups, ensuring smooth and professional interactions.

KEY SKILLS

- Customer Engagement & Communication
 - Brand Representation & Product Knowledge
 - Social Media Awareness & Content Concepts
 - Problem Solving & Creative Thinking
 - Retail Sales & Consumer Interaction
 - Basic Data Entry & Organization
 - Bilingual Communication (English / Spanish)
 - POS & Front-End Operations
 - Event Support & Crowd Engagement
 - Team Collaboration & Time Management
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- Work closely with front-end teams to coordinate workflow and maintain high customer satisfaction.
 - Package Handler
 - **FedEx Ground**
September 2023 – May 2025
 - Managed and organized high-volume packages with attention to detail and speed.
 - Collaborated with team members to ensure efficient operations during peak periods.
 - Strengthened consistency, time management, and problem-solving under pressure — all valuable in fast-paced marketing roles.
 - Customer Service Associate
 - **Wendy's**
June 2023 – July 2023
 - Engaged with customers in a high-energy environment, maintaining positive interactions and fast service.
 - Communicated menu offers clearly while ensuring accuracy in orders and transactions.
 - Helped uphold brand standards through quality service and presentation.
 - **Admissions & Event Support**
 - **Total Event Access Management**
September 2022
 - Scanned tickets and assisted guests in navigating event activities.
 - Improved user experience through friendly engagement and effective communication.
 - Strengthened skills in event coordination and public interaction.
 - **Sales Associate & Stocker**
 - **7-Eleven**
June 2022 – September 2022
 - Assisted customers at checkout and recommended products when appropriate.
 - Maintained product displays and store organization to support brand consistency.

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- Supported store operations through multitasking and problem-solving.

EDUCATION

High School Diploma
Graduated June 2023