

Gabriel Hinojosa

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EDUCATION

California State University, Fullerton

May 2024

Bachelor of Arts in International Business

Major in Intercultural Management

RELEVANT EXPERIENCE

Family Health Care Centers of Greater Los Angeles, Bell Gardens, CA

February 2024 - Present

Phone Operator

- Efficiently managed inbound and outbound calls for scheduling appointments across six health clinics
- Proficiently utilized Electronic Health Record (EHR) systems, including NextGen, to accurately document patient information
- Demonstrated strong communication skills in effectively coordinating appointment times, providing necessary information to patients, and solving inquiries
- Maintained a high level of accuracy and attention to detail in data entry and patient record management
- Collaborated with clinic staff to ensure smooth patient flow and adherence to scheduling protocols, contributing to overall operational efficiency

AT&T, Cerritos, CA

August 2023 - January 2024

Premier Service Consultant

- Handled 25+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction
- Collect source data such as customer names, addresses, phone numbers, credit card information for customers and enter data into customer service software
- Memorized all company products and services to be able to answer customer questions quickly and efficiently and increase upsells
- Diagnose and resolve technical issues with phone services
- Provided assistance with billing inquiries and account management
- Collaborated with technical teams to escalate and resolve complex issues
- Ranked in top 10 experts in call center for solving customer issues, showcasing strong problem-solving skills and dedication to customer satisfaction

Lighthouse, Hollywood, CA

August 2021 - July 2023

Retail Manager; Stock Coordinator

- Greeted and directed 300+ gallery visitors per hour and facilitated conversations with guests, answered questions, conducted tours of gallery for groups, and provided information about exhibit
- Managed hosting big scale special events at gallery of 500+ patrons
- Sort and stock products on sales floor and in backroom daily while managing inventory control to meet or exceed inventory goals
- Oversaw and managed employees. Manages all day-to-day operations. Understands employee positions well enough to perform duties in employees' absence
- Conduct performance appraisals for and coach development of staff regularly

McDonald's, Bell Gardens, CA

September 2018 - February 2022

Department Manager

- Oversaw and led 20+ employees per shift
- Delivered 50-100+ meals per hour at a national chain restaurant
- Analyzed customers issues to resolve conflict, resulting in customer satisfaction

- Maintained and enforced strict and up-to-date cleanliness and social distancing policies regarding the COVID-19 outbreak to ensure both employee safety and customer satisfaction
- Scheduled 75+ employees and managers based on business projections. Adjusted schedule on fly to meet or exceed labor targets
- Handled POS system operations and mastered troubleshooting methods for all essential technology
- Provided utmost professionalism and integrity in regards to customer service and leadership of team members

SKILLS

- Word
- Conflict Management
- Cash Handling
- Leadership
- English - Fluent
- Spanish - Fluent
- Management
- Food Safety Manager Certified