

2055 WEST EL CAMINO AVE. #757
SACRAMENTO, CA 95833
(530)867-3918 • ESQUIVELANGELO@GMAIL.COM

ANGELO M. ESQUIVEL

KNOWLEDGE AND SKILLS

- Organizational skills and communication skills.
- Interpersonal Skills and customer service skills.
- Microsoft Office (Word, Excel, Power Point)
- Photoshop and Corel Draw
- Quality systems ISO 9000
- English and Spanish languages

WORK OF EXPERIENCE

Jan 09 - Present **Formoli's Bistro** Sacramento, Ca
Host and server

- Greeting and host costumer
- Take daily reservations
- Serving

Summers of 07 and 08 **UC Davis** Davis, Ca.
Teacher Assistant - Design and Photography

- Train students on developing film in a dark room. This means to teach the students how to enlarge pictures with a good technique (contrast, lighting time and sharpness), and help students about how to take better pictures in terms of composition
- Assist the Professor in grading student projects in terms of technique and composition.
- Maintain dark room, tasks such as use of enlargers, and mixing chemicals for development of film and enlarging of pictures

Dec. 04 - Jan. 09 **Woodland Health Care** Woodland, Ca

- Handle and deposit daily cash.
- Take orders, prepare menus and organize special events
- Keep daily tracking of cafeteria and catering sales

Dec. 03 - March 04 **Ski Butternut** Great Barrington, Ma
Lift operator

- Maintain all operational aspects of the assigned lift (ramps, mazes and signs)
- Provide physical assistance to guest as required
- Operate the assigned lift safely and efficiently

Sep 02 - Dec 03 **Muvis Advertising Agency** Cali, Colombia

Quality System Supervisor

- Implement ISO 9000 Quality System. This means requirements an organization must comply according with the International Organization for Standardization
- I used to make weekly meetings to update, Teaching and create a culture of ISO 9000 into the company
- I standardize all company processes according to ISO standards
- I reported to management achievements and goals to achieve according with the ISO program
- I coordinated with the ISO agents which were the next steps to implement in the ISO program
- I perform audits to monitor the program implemented in the company in accordance with the standards of ISO
- I updated, organized and expanded the database of customers of the company
- After I reported to management a list of potential new customers and then management designated so different vendors
- I conducted the monthly reports of sales, which could measure the performance management vendors
- I helped to restructure all the positions of the company and create their requirements for their recruiting
- Accomplish: Muvis Advertisig got its quality accreditation in October 31 2003

July 01 - July 02 **Valle del Lili Hospital** Cali, Colombia

Intern

- I marked and collected data from external customer satisfaction through surveys
- I collected the data from the surveys and I made a report, which is to reach the different areas managers so they could take corrective action
- I created the surveys to measure internal costumer satisfaction
- I attended meetings with the insurance companies to set rates that were going to charge to the patients
- I had to update the billing records of the rates of insurance companies

EDUCATION

July 07 **UC Davis** Davis, Ca.
Summer Session Design Thirteen

Oct 06 **Computer Training** Sacramento, Ca
Photoshop CS2 for Photographers

Aug 05 - Jun 08 **Woodland Community College** Woodland, Ca
ESL classes, English Grammar, Reading and Introduction to Film

July 02 - Dec 03 **Academy of Professional Art** Cali, Colombia
Studied Graphic Design

Jan 03 - Jun 03 **Incontec** Cali, Colombia
ISO 9000 Quality System

July 96 - July 02 **Pontificia University Javeriana** Cali ,Colombia
Degree in Business and Finance

AWARDS

First place in poster category at the festival of the word , Pontificia Universidad Javeriana, Cali Colombia 2002

Second place in the story category at the festival of the word, Pontificia Universidad Javeriana Cali, Colombia 2001

REFERENCES

- Barbara Molloy - Professor, UC Davis (530)752 - 8219
- Pat Crowder - Nutrition and Dietary service Manager - (530)662 - 3961
- Troy Fregunson - Family Practice MD - (530)668 - 2600