

## **Joseph Flores**

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### **OBJECTIVE**

Motivated and adaptable individual with a strong background in customer service seeking an entry-level position in Marketing. Eager to leverage my diverse skill set including strong communication, problem-solving, and interpersonal skills, to contribute to innovative marketing initiatives and drive business growth.

### **EDUCATION**

Bachelor of Science in Communications  
Grand Canyon University  
Phoenix, Arizona  
Graduated: April 2024

### **RELEVANT COURSEWORK**

- Communication Research Methods
- Principles of Public Relations
- Organizational Communication
- Communication Campaigns
- Conflict and Negotiation

### **SUMMARY OF QUALIFICATIONS**

- Excellent interpersonal and communication skills, both written and verbal
- Strong customer service orientation with experience in handling inquiries and resolving issues
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Familiarity with social media platforms and digital marketing tools
- Ability to analyze data and draw actionable insights
- Detail-oriented with strong organizational skills
- Ability to work effectively both independently and as part of a team

### **EXPERIENCE**

PACU Surgical Aide Lead  
PIH Health Hospital – Whittier, CA  
July 2023 – Present

- Responsible for scheduling staff and assisting with annual evaluations
- Transport patients to and from the surgery department

- Assisted with vital signs
- Responsible for stocking supplies

Sales/ Service Associate  
24 Hour Fitness Brea, CA  
January 2022 - August 2022

- Responded to customer inquiries and provided information about products and services
- Handled customer complaints and resolved issues in a timely and professional manner
- Built rapport with customers to enhance their experience and foster customer loyalty
- Contributed to team goals by achieving performance targets and metrics

Emergency Medical Technician  
CARE Ambulance Anaheim, CA  
June 2021 - January 2022

- Responded to emergency calls and provided medical assistance to patients in various settings
- Assessed patient conditions, administered first aid, and performed life-saving interventions as necessary
- Communicated effectively with patients, families and healthcare professionals to ensure timely and appropriate care
- Maintained accurate patient records and documentation in compliance with EMS protocols and regulations
- Demonstrated strong decision-making and problem-solving skills in high-pressure situations

## **REFERENCES**

Available upon request