**NATALIE VAZQUEZ BEALES**

5242 Millenia Blvd Orlando Fl 32839

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321-297-7831

**EMPLOYMENT OBJECTIVE**

To join an organization that offers me an opportunity to develop in a customer service environment that can offer me constructive workplace for communicating and interacting with customers and guest, where I can maximize my people oriented experience, communication skills, my problem solving abilities.

**HIGHLIGHTS OF QUALIFICATIONS**

* **Extensive experience** in servicing customers in the hospitality and food service industry.
* **Well-organized** and highly efficient working in a multi-tasking dynamic environment.
* **Ability to remain calm** when dealing with emotional, difficult or distressed customers and work under pressure.
* **Effective** learning abilities.
* **Superior communications skills** in dealing with customers and co-workers. Both verbal and written skills are strong.
* **Bilingual** Spanish/English

**WORK EXPERIENCE**

**Disney's Animal Kingdom** theme park Kissimmee FL

2016 - Present

**Entrance supervisor/cashier/ park greeter**

* Receive guest in a very warm and friendly manner.
* Maintain and organize company operation by delegating tasks, making sure that cast are welcoming and verifying guest needs.
* Guest customer service.
* Charge the parking before entering the park.
* Verify that the entrance passes are correct.

**Polo Ralph Lauren,** Orlando premium outlets, Kissimmee FL

2014 - 2018

**Warehouse associate/ truck driver**

* Process: open, organize, price, sensor and accommodate apparel on baker's rack, to then be put away on designated lundias
* Get merchandise from the lundias according to the needs of the store.
* Load truck after merchandise is ready, deliver to the store, unload and accommodate according to the needs of the store.

**Adidas Group,** Orlando Premium outlets, Kissimmee FL

2013 - 2016

**Warehouse associate/ truck driver**

* Process apparel: price, sensor and hang designated clothing on each designated Rolling racks.
* Process footwear: price sensor and organize on designated bakers racks.
* Load truck after merchandise is ready and deliver to store. Also unload and accommodate on the back of the house.

**EDUCATION**

UNIVERSIDAD DEL ESTE, CAROLINA, PR - 2009

***Bachelor in Microbiology***

* I have also done undergraduate research for contaminated waters, beaches, rivers and lakes, getting positive results for *Escherichia Coli* and *Enterococcus Faecalis.* I have laboratory experience, sterilizing equipment and creating mediums to grow bacteria. Replicate DNA, grow and study metabolism of *Neisseria gonorrhoeae.*
* I was a member of the **RISE** Program (Research Initiative for Scientific Enhancement) in Puerto Rico, which gives grants to science students.

WILMINGTON UNIVERSITY, NEW CASTLE, DE – 2019 – present

***Bachelor in Environmental Science and Policy with a Minor in Natural Science***

NASA DELAWARE SPACE GRANT CONSORTIUM, June, 2021 – July, 2021

* Participated in an internship under the supervision and mentored by Milton Muldrow Jr., Ph.D. in which we studied coral reefs, experimenting new mechanisms to protect them against coral bleaching utilizing the sea anemone *Aiptasia Pallida* strain CC7 (gene ID: 2652724).

\*Bilingual in Spanish and English