

Abigail Castro

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OBJECTIVE

A conscientious, and motivated candidate pursuing a position and opportunities in a professional and team environment for career advancement. That is, pursuing these opportunities within a growing and progressive organization.

EXPERIENCE

Faith In Place

Chicago, Illinois

June 2019 – August 2020

EcoAdvocate

- Educated communities on energy-savings strategies, such as energy efficiency, sustainability and environmental justice.
- Directed monthly registrations with fellow community members.
- Hosted community events to educate community on environmental issue and energy efficiency.

Mano-a-Mano

Round Lake, Illinois

September 2018 – December 2018

Field Coordinator & Data Analyst

- Trained and worked closely with youth to collect data on types of community resources available for community members.
- Conducted in-person and telephone based surveys to local businesses and organizations in obtaining information about available resources and its accessibilities.
- Responsible for creating Microsoft Excel™ community based demographic charted graphs to determine essential areas of need by Health, Legal, or Social Services.
- Mentored youth while contributing to their academic and professional development.

TJ-Maxx

Gurnee, Illinois

September 2017 – January 2018

Sales Associate

- Managed computed sales prices, total purchases, and processed payments for merchandise purchased.
- Responsible for customer-facing interactions while producing a friendly and professional environment.
- Manage inventory by stocking and organizing new merchandise.
- Assisted co-workers in the Jewelry department to help increase sales.

Marshalls

Gurnee, Illinois

October 2016 – June 2017

Sales Associate

- Maintained knowledge base of current sales, promotions, and policies.
- Managed customer based relationship strategies necessary to increase sales, customer retention, and returning customers.
- Contributed to team success by exceeding team sales goals.
- Managed housekeeping activities and tasks, such as sanitation efforts, stocking, and organizing tasks in assigned sales area.

Six Flags

Gurnee, Illinois

August 2015 – November 2015

Retail Gift Shop Cashier

- Managed revenue of \$1,000.00 and more.
- Maintained Six Flags' Mantra of Friendly, Clean, Fast and Safe Guest Service to positively impact the Guest experience.
- Provided excellent customer service in a high-volume and fast paced environment.
- Managed reviews of all safety and fire responsibilities, policies, and procedures.

EDUCATION

Lake County Tech Campus

Grayslake, Illinois

August 2018 – Present

- Associate Degree (Business Management)

Grant Community High School

Fox Lake, Illinois

- High School Graduate

June 2018

SKILLS

- Proficient with Microsoft PowerPoint™, Word™ and Excel™
- Customer Facing
- Problem-Solving
- Detail Oriented
- Fluent In English and Spanish
- Interpersonal Communication Skill(s)
- Ability to Work Under Pressure
- Time Management
- Adaptability Skills

CERTIFICATES, CERTIFICATIONS and AWARDS

Illinois WorkNet

State of Illinois

July 2021

- Received State of Illinois Certificate for Career Advancement

- Social Media Etiquette Certificate
- Interpersonal Communication Certificate
- Conflict Resolution Certificate
- Diversity & Inclusion Certificate

REFERENCES

References are available upon requests.