

Alyssa Moreno

PARTS ASSOCIATE

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SUMMARY

Parts Associate with 18 months at a retail auto parts store and 2 years of earlier retail sales. Finds automotive parts quickly by year, make and model, gives friendly customer service at the counter and on the phone, and keeps the store organized with accurate stocking and returns.

SKILLS

- Customer Service
- Automotive Parts
- Parts Lookup
- Point of Sale
- Cash Handling
- Battery Testing
- Excel
- Computer Skills
- Attention to Detail
- Organizational Skills

EXPERIENCE

Parts Associate 04/2025 - Present
Capitol Auto Parts Sacramento, CA

Counter and floor associate at a retail auto parts store.

- Complete parts lookup in the store catalog for about **45** customers a day, matching each to the vehicle.
- Process sales and returns on the point of sale system, with accurate cash handling on \$3,500 a day.
- Perform battery testing for 15 customers a week and walk them through the charging results.
- Organize 4 aisles of stock and complete weekly planogram resets, scoring 100% on 2 district audits.

Sales Associate 03/2023 - 03/2025
River City Sporting Goods Sacramento, CA

Part-time retail job.

- Served 60 shoppers a shift on the sales floor and at the register.
- Met monthly loyalty sign-up goals in 18 of 24 months.
- Received and tagged 2 weekly freight shipments with a handheld scanner.
- Counted inventory in Excel during 4 quarterly stock counts.

Auto Shop Student Aide 08/2022 - 05/2023
Hiram W. Johnson High School Sacramento, CA

School job in the automotive program.

- Tracked 300 shop tools and parts on a sign-out sheet.
- Prepared 20 practice engines for weekly class labs.
- Ordered filters and fluids for 3 class sections each month.

EDUCATION

High School Diploma 05/2023
Hiram W. Johnson High School Sacramento, CA

CERTIFICATES

ASE Entry-Level Certification, Maintenance and Light Repair
National Institute for Automotive Service Excellence
2023