

# MICHAEL CAGIGAS

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1242 Ordview Ct, Chula Vista CA, 91911

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## Summary of Character

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- Strong positive work ethics; hard working; work well under pressure
- Positive can-do attitude; flexible, friendly and helpful
- Responsible, reliable and punctual
- Fast learner with the ability to multi task under pressure
- Always willing to assume additional responsibilities
- Able to manage and prioritize heavy work loads

## Education

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**San Diego State University** San Diego, CA 2008 – 2012  
*Bachelor of Science Degree in Business Administration; Management*  
• Degree Date - December 2012

## Employment

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**TD Ameritrade Institutional** San Diego, CA 12/15 – Present  
*IBS Centralized Services Representative 40 hours* 12/15-Present

- Research, resolve and follow-up on applicable transfers, cash movements, document restrictions on accounts and release restrictions when issues are resolved
- Analyze all paperwork received, document and notify clients of pending issues, work closely with clients for resolution, and accurately process accounts, as they are resolved
- Performing in depth research on issues as well as identify best courses of action to best service the client and protect the firm from liability
- Deliver exceptional service and build rapport with our Advisors and their staff
- Partner internally with Senior Relationship Managers to ensure the appropriate research and resolution of issues in a timely manner
- Expert in Institutional Proxy
- Knowledge of RAO, TREX, Salesforce and Accurint

**Ralphs Grocery** Chula Vista, CA 5/08 – 12/15  
*Sales Manager 48 hours* 10/15-12/15

- Manage and direct employees to give friendly service to each and every customer
- Ensure breaks and lunches were covered to make sure the customer still received quality service
- Lead, direct and write the schedule for store employees in order to set up the store for success and make sure the store is properly staffed at all hours of the day.
- Provide friendly service to each and every customer to make sure they return
- Demonstrated ability to prepare specific types of funds, including western union and money orders
- Profound ability to prepare periodical sales reports
- Able to handle customers while providing high standards of efficiency, accuracy, and consistency

**Fuel Center Manager** 48 hours 10/13-10/15

- Manage a Fuel Center that has an average sales of \$150,000 a week
- Lead, direct and write the schedule for two other employees in order to set up the kiosk for success and make sure the kiosk is properly staffed at all hours of the day.
- Provide friendly service to each and every customer to make sure they return
- Receive inventory daily and upkeep a kiosk to exceed company standards

**Starbucks Barista** 40 hours 7/13-10/13

- Develop high quality handcrafted beverages for each customer
- Provide top class customer service
- Pay close attention to detail as each customer requires specific needs for their beverage

**Courtesy Clerk / Cashier** 40 hours 5/08-7/13

- Greet and receive customers while providing exceptional customer service and implementing best practices in extending courtesy services to customers
- Responsible for solving customer's complaints
- Extensive cash handling; responsible for counting money in cash drawers to verify correct amounts
- Credits, refunds, receipts are issued due to the customer's requirement
- Respond to customer inquiries with services and / or products in a courteous and timely manner

**SOLO Eyewear San Diego, CA**

8/13-12/13

*Fulfillment Manager Intern 24 hours*

- Collaborated with CEO and Customer Support Specialists to develop a new system to organize the warehouse
- Executed new organizational system in the warehouse
- Oversaw the maintenance of the warehouse and its contents
- Filled shipments within 48 hours of being ordered
- Developed tracking system to report what SKUs were shipped, tracking numbers, the receiving parties and purpose of shipments
- Created a JSON file to recreate the SOLO website retailer location page
- Provided updates at weekly team meetings

**Rock Church San Diego, CA**

6/12 – 8/12

*Public Relations Intern 16 hours*

- Assembled marketing plan for the Rock Academy
- Created social media posts for social networks regarding upcoming events
- Produced event press releases for local news coverage and media attention

**Skills**

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- Proficient in Microsoft Word, Excel, and PowerPoint
- Exceptional administrative and organizational skills
- Excellent customer service, communication and time management skills
- Great relationship management skills