

Cody Sanchez

Customer Experience at Discord

Summary

N/A

Experience

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February 2017 - Present

Remote QA Tester

May 2014 - Present

Voluntary, paid beta testing of upcoming & unannounced AAA video game titles.

Social Media Specialist/Barista

August 2016 - January 2017 (6 months)

Making sure all patrons of the coffeehouse are 100% satisfied at all times, developing a personal connection with regulars and going above and beyond to make their experience something to brag about. Regularly creating Facebook, Instagram and Twitter posts made to promote specials, highlight intimate, meaningful moments between patrons or even to make a normal drink look mighty fine! 6 Degrees was voted the best coffeehouse in the Northern Santa Barbara county in 2016.

Prepared Foods Team Educator at Whole Foods Market

March 2013 - August 2016 (3 years 6 months)

Preparing a wide variety of foods, such as stir fry, pizzas, burritos and tacos, salads, espresso, coffee and smoothies.

Assisted customers who had questions about specific allergens, including gluten, dairy and nut allergies.

Regular training of new members of standard procedures. Keeping in direct contact with every new hire for the first 30 days of their employment. Traveling to other locations when necessary. Monthly training topics for the entire department (~30). Quarterly regional-wide conference calls.

Moderator at Uber Entertainment

November 2012 - November 2015 (3 years 1 month)

One of 15 members of the forums responsible for keeping unruly members in line within the communities of Uber Entertainment's games, including Monday Night Combat, Super Monday Night Combat and Planetary Annihilation.

Deli Front Counter

March 2013 - April 2014 (1 year 2 months)

Packaged prepared deli salads and entrees, including sliced meats and cheeses, along with sandwich and panini making, juicing, working a coffee bar, smoothies, and working the pizza and stir fry counters.

Assisted customers who had questions about specific allergens, including gluten, dairy and nut allergies.

Moderator at Gametrailers.com

December 2008 - November 2012 (4 years)

One of 60 members of the forums responsible for cleaning up inappropriate content, spam bots, and handing out bans to any of the over one million registered users of the site. Decisions are met based upon the user's past infractions and the severity of the offense, at the Moderator's discretion.

Writer, Reviewer at Xbox 360 Digest

February 2010 - March 2011 (1 year 2 months)

Weekly articles, reviews, and additional content.

Education

Allan Hancock College

Associate of Arts (A.A.), Speech Communication and Rhetoric, 2010 - 2015

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[Contact Cody on LinkedIn](#)