

Summary

Performance-driven Associate with stellar record of accomplishment in connecting with customers and driving remarkable sales, successful at meeting and exceeding targets with strategic approaches. Energetic and hardworking with first-rate manual dexterity and above average competence with tools, equipment and machinery. Proficient in administrating in the handling of scheduling job orders and ensuring all paperwork is assigned to its corresponding equipment. Multilingual and fluent in Spanish and English, offering solid comprehension of cultural diversity. Skilled in assessing customer needs and handling customer complaints and concerns. Outstanding communicator offering strong phone etiquette and active listening skills. Polished in balancing customer needs and company demands. Committed to building loyalty and long-term relationships with customers and achieving individual sales goals. Friendly, efficient and devoted to maximizing customer satisfaction with exceptional service and support.

Skills

- Safety Procedures
 - Small Parts Assembly
 - Surface Cleaning
 - HAZMAT Handling
 - Good Work Ethic
 - Reliable & Trustworthy
 - Critical Thinking
 - Active Listening
 - Planning & Organizing
 - Problem Resolution
 - Supervision & Leadership
 - Relationship Building
 - Training & Development
- First Aid/CPR
 - PPE Use
 - Maintenance & Repair
 - Friendly and Outgoing
 - Teamwork and Collaboration
 - Excellent Communication Skills
 - Customer- and Service-Oriented
 - Outgoing Personality
 - Energetic Self-Starter
 - Customer Needs Assessment
 - Sales Expertise
 - Product Recommendations
 - Sales Development

Experience

Aviation Ordnanceman, 03/2018 to Current

Blavity Inc. – Los Angeles (Remote), CA

- Supervised operation of aviation ordnance shops, armories and storage facilities.
- Worked effectively with fellow team members in fast-paced, dangerous and intense environments.
- Monitored assets including vehicles, weapons, materials and equipment valued over \$110.3 million.
- Mentored junior sailors to align performance with core navy values and encourage career development.
- Promoted high satisfaction to senior management by resolving problems with knowledgeable and professionalisms within a timely manner.
- Serviced bombs, missiles and rockets and launched test devices.
- Ensured safety and firefighting equipment for operational readiness at all times incase of sudden emergencies.
- Planned projects and budget for highly sensitive assignments.
- log and report attendance, training and assignment.
- oversaw daily office operations.
- scheduled and inventory equipment to ensure fleet support readiness.

Sales Associate, 08/2017 to 03/2018

Ace Hardware – Denton, TX

- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Trained new team members in cash register operation, stock procedures and customer services.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Sold various products by explaining unique features and educating customers on proper application or usage.
- Built and maintained relationships with peers and upper management to drive team success.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Answered product questions with up-to-date knowledge of sales and promotions.
- Engaged customers in friendly, professional dialogue to determine needs.
- Increased purchase amounts by cross-selling with similar products.
- Answered incoming telephone calls to provide store, products and services information.
- Developed trusting relationships with customers by making personal connections.
- Generated 60% of store commission.

Smoothie Barista, 07/2016 to 10/2016

Mariano's Fresh Market – City, STATE

- Provided quick and courteous service to customers, fulfilling smoothie orders to individual specifications.
- Maintained front-of-house and pick-up window cleanliness to minimize foodborne illnesses.
- Followed established protocols and made smoothies according to company recipes.
- Cleaned blenders, mopped and swept floors and stocked coolers.
- Maintained open lines of communication with supervisors and coworkers for smooth store operations.
- Chopped fruit, washed greens and prepared seeds, nut milk and superfood boosters for easy access and minimal customer wait times.
- Maintained high standards of customer service during high-volume work shifts and fast-paced operations.
- Talked pleasantly with customers while taking orders and promoted positive image for business.
- Stored food in designated areas following wrapping, dating, food safety and rotation procedures.
- Welcomed and thanked guests to demonstrate appreciation for patronage.
- Maintained safe food handling practices to prevent germ spread.
- Warmly greeted visitors to promote great customer service and positive ordering experience.
- Answered questions regarding ingredients and preparation techniques to educate customers before placing orders.

Rental Clerk, 06/2015 to 10/2015

Bike And Roll Chicago – City, STATE

- Outfitted customers with perfect rental equipment and accessories based on expressed needs, thoroughly documented transactions and inspected and helped load rental items.
- Inspected rental equipment upon return, closed transactions efficiently and performed routine maintenance or minor repairs in preparation for next customer.
- Explained, demonstrated and documented safe and proper use of 26 unique rental machines, tools and devices to customers and colleagues.
- Welcomed customers, offered assistance and answered questions by providing rates, terms and conditions of rental.
- Updated and maintained rental agreement files and documents.
- Answered telephones to assist customers and resolve issues.
- Explained policies and reviewed documentation to obtain signatures.

Education and Training

High School Diploma: 06/2017

Hyman G. Rickover Naval Academy - Chicago, IL

Languages

- Spanish:

Negotiated:
- English:

Negotiated: