

# Adam Ramos

aramosatwork@hotmail.com | (262)-719-5078  
3095 Fountain Square Blvd. Apt 207, New Berlin, WI 53151

## PROFESSIONAL SUMMARY

---

Customer service oriented professional with natural leader abilities and outgoing personality. Able to work independently or lead a team to complete a company appointed goal. Wanting to secure a management position within the Marcus Corp Family.

## SKILLS

---

- Outstanding people skills
- Multi-tasking and operations awareness
- Excellent communication abilities

## EXPERIENCE

---

### Team Lead Theater Associate

Marcus Ridge Cinema – New Berlin, WI | December 2018 - Current

- Effectively communicated with other employees and upper management to ensure complete care of customers.
- Assisted clients in understanding their available options and helped them select the right choices for their needs.
- Informed customers about current promotions and sales, encouraging them to take advantage.
- Acknowledged customer issues and resolved their problems quickly and efficiently.

### Driver Check In/ Route Driver/ Food Quality Of Service Admin

Greco and Sons – Oak Creek, WI | March 2016 - October 2018

- Commercial Driver with ABC endorsements. Able to drive straight trucks in all weather to deliver food product.
- Use the Computer along with multiple programs to keep track of 20+ Drivers, Location, Times, Incorrect Orders, Money, and Paperwork for the HR department.
- Check daily routes for errors. Inform salesman/customers of mistakes via email or phone, Find a way to get it fixed that day or put it in for tomorrow's order.
- Send daily emails to different shifts and salesmen to keep management in the loop as to problems that arise.  
Ensure our warehouse is up to FQoS; Checking temperatures, making sanitary, ensure and damage or spoiled product is documented and thrown away properly, paperwork filled out daily and filed, etc.
- Keeping track of special orders, organizing and labeling them for the night crew so that drivers have less errors delivering product.

**Commercial Driving And Heavy Equipment Operator**

Terry's Excavating Inc – Oconomowoc, WI

- Loading/Unloading of heavy equipment onto a trailer and transporting from job to job.
- Being able to use any of the machines on the job site: excavator, grader, bulldozer, skid steer, forklift, dump truck
- Ability to build reading blueprints: stone pavers patios/walkways, retaining walls, mortar block walls, stone veneering, tree planting, grading land to apply seed/ sod
- Able to work self sufficient or manage a crew
- Self diligence in completing jobs while maintaining current accounts
- Responsible for the ability of my crew to complete jobs successfully and cost effective

**Sales Appointments/ Cold Calls/ Door To Door**

Sales Companies

- Apply sales directives to create new customers or upgrade current ones
- Learn to keep positive attitude despite the day or previous customers
- Emphasized the specific product features that would stand out to customers, showing them the product and need to purchase.
- Evaluated the customers' needs and provided service options to meet their requirements.
- Negotiated the terms and prices of sales, reaching agreements with customers.

**EDUCATION**

---

**HSED**

Waukesha County Technical College | Pewaukee, WI | May 2004