

# Alexander Mena

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## Professional Summary:

Dedicated and detail-oriented professional with extensive experience in customer service, sales, and technical support. Skilled in team management, inventory control, and process improvement. Strong interpersonal communication and problem-solving abilities. Proven track record of delivering exceptional customer experiences and achieving operational excellence.

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## Skills and Core Values

- Detail-oriented and outcome-focused
  - Safety-conscious and team-oriented
  - Adherence to rules, regulations, and procedures
  - Excellent written and verbal communication
  - Timeliness, honesty, and accuracy
  - Exceptional customer service and relationship management
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## Professional Experience

### Customer Service Manager

#### Compupod, San Francisco

*November 2021 - Present*

- Deliver a positive customer experience with friendly and professional service.
- Manage sales operations, including processing transactions and resolving customer inquiries.
- Oversee return transactions and handle in/outbound orders.
- Repair cell phones and tablets while ensuring high-quality service.
- Train new employees and maintain team performance standards.
- Coordinate inventory management, including receiving and labeling parts.
- Communicate with vendors and update staff on product changes.

### Warehouse Associate

## **Amazon.com, INC**

*March 2020 – May 2020*

- Received shipments and sorted items by product type.
- Transported products to storage areas using pallet jacks.

### **Sales Team Leader**

## **Just Energy Solutions**

*January 2019 – August 2019*

- Developed and executed team strategies to achieve sales goals.
- Provided training and clear instructions to team members.
- Monitored performance and addressed training gaps as needed.
- Managed day-to-day operations and ensured optimal equipment performance.

### **Energy Advisor (Door-to-Door Sales)**

## **Just Energy Solutions**

*March 2018 – January 2019*

- Distributed promotional materials and completed service contracts.
- Conducted product demonstrations and highlighted competitive advantages.
- Managed an assigned territory, interacting with 60-80 households daily.
- Followed up with potential customers to close sales.

### **Technician and Customer Service Manager**

## **Compupod, San Francisco**

*July 2014 – March 2018*

- Organized orders and maintained accurate inventory records.
  - Provided exceptional customer service and managed the cashier desk.
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## **Education**

### **Certificate in Full Stack Development**

#### **UC Berkeley Extension**

*July 2024 – January 2025*

1995 University Ave, Suite 130, Berkeley, CA

### **High School Diploma (Honors)**

#### **Voice of Pentecost**

*August 2012 – May 2016*

1970 Ocean Ave, San Francisco, CA

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## Awards and Achievements

- Honor Roll
- Technological Achievement Award