

Alexander Mena

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<https://reactportfolio415.netlify.app/>

<https://github.com/Alexm415>

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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.

Technical Skills

Frontend Technologies: HTML, CSS, JavaScript, jQuery, Handlebars, Bootstrap, React

Backend Technologies: Node.js, Express.js, MySQL, PostgreSQL, MongoDB, GraphQL

Projects

Vibez: <https://vibez-tune-music-app.onrender.com/>

NewsHub: <https://github.com/Alexm415/NewsHub/>

NetLu: <https://alexm415.github.io/NetLu/>

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

Honor Roll

Technological Achievement Award

1970 Ocean Ave, San Francisco, CA
