

Alexander Mena

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Skills and Values:

Detail, outcome, safety, and team oriented. Stable and great with all types of people. Adherence to rules, regulations, laws, policies and procedures. Excellent written and verbal communication. Timeliness, honesty, and accuracy.

Professional Experience

November, 15, 2021 - Current

Compupod, San Francisco - *Customer service / Manager*

- Provides a positive customer experience with fair, friendly, and courteous service.
- Registers sales on the cash register by scanning items, itemizing and totaling customers purchases.
- Resolve customer issues and answer questions.
- Handle return transactions.
- Repair cell phones and tablets.
- Train new employees
- Handle in and out going orders
- Receive inventory, label parts and organize in their correct location
- Talk to vendors and update staff if any of our products changes

March 2020-May 2020

Amazon.com,INC **Warehouse**

- Receive shipments, unloading and sorting according to product type
- Transport products to proper storage area using pallet jack

January, 2019 - August 28,2019

Just Energy Solutions **Sales Team leader**

- Develop a strategy the team will use to reach its goal
- Provide any training that team members need
- Communicate clear instructions to team members
- Listen to team members' feedback
- Monitor team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed

- Manage the flow of day-to-day operations
- Managed sales equipment to ensure optimal performance

March 13,2018-January 2019

Just Energy Solutions

Energy Advisor – Door to door Sales

- Hand out Pamphlets
- Fill out contracts for services
- Sets up and demonstrates product and shows how customer can maximize product features
- Circle back and check on customers who are in the position to buy the product.
- Work an assigned territory, often up to 60-80 houses or locations per day
- Tell customers why product is better than competitors

July 12, 2014 - March 11, 2018

Compupod, San Francisco – *Technician*

- Organization of orders.
- Inventory keeping.
- Customer service manager.
- Cashier.

Education

August 28 2012 - May 27 2016

Voice of Pentecost, 1970 Ocean Ave San Francisco – *Diploma*

Graduated High School with Honors.

Awards

Honor roll , Technological achievement award.