

5300 Glenside Dr.-  
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Ariel Alas

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## FULL STACK DEVELOPER + MARKETING + CUSTOMER SERVICE SPECIALIST

- Customer service professional with 5+ years of experience. Telecommunication industry background. Marketing bachelor's degree. Coding Bootcamp. Trustworthy and adaptable to any kind of pressure.

## WORK EXPERIENCE

### Oct, 2017 - Present, Amazon driver:

- Pick up packages in warehouse
- Safely driving around Virginia.
- Lifting and carrying considerably heavy boxes.

### January 2017 - Present, Pizza Express

#### Senior Manager

- Customer service over the phone and front desk
- Order taking
- Problem solving
- Deliveries and drivers management
- Software support on computers

### August 2016 - January 2017, Plaza Azteca

#### Server

- Provided customer service
- Serve many tables at the same time
- Table and floors deep cleaning.

### January 2015 - February 2016, El Baratillo Market

#### Manager

- Providers management
- Built an excel database for daily incomes and expenses

- Analyzed product's costs to establish their prices considering the competitors price in order to provide an acceptable and competitive price.
- Negotiated with providers in order to get a better product's cost
- Managed employees schedule, roles and payments
- Schedule promotion events with different providers
- All products' inventory

### October 2013 – January 2015, Netfortris/OSI El Salvador Provisioner Specialist

- Ordered T1s and DSL circuits from Vendors for our customers' businesses
- Did number porting process accurately and successfully from different Vendors into NetFortris network.

### February 2010 - September 2013, 1800flowers.com/Atento El Salvador

- Answered sales calls, provided specific description about floral arrangements in order to impulse the sale, gave detailed prices and delivering process
- On Customer Service calls, I resolved delivering and product issues the best way I could to gain and ensure the customer's satisfaction.

## SKILLS

- |                               |                                  |                                |  |
|-------------------------------|----------------------------------|--------------------------------|--|
| • Troubleshooting expert      | • Basic computer skills          | • Employee performance reviews | • Strong written and verbal communication skills |
| • Good communication skills   | • Bilingual Spanish/English      | • Project management skills    | • Extensive experience with line ports           |
| • Complaint resolution        | • Customer relationship building | • Team and project leadership  | • Driving commercial vehicles                    |
| • Inventory control practices |                                  |                                |  |

## EDUCATION

University of Richmond

- Full Stack Coding Bootcamp

Universidad Centroamericana "Jose Simeon Canas"

- Bachelor degree in Marketing

Baptist School

- High School Diploma

## REFERENCES

Filippo Genova – Pizza Express Owner  
804-317-8725

Daniel Miller – VP of Operations at Netfortris  
206-494-6379

