

Arturo Barron Jr

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EDUCATION

Virginia Commonwealth University

Bachelor of Arts in Homeland Security and Emergency Preparedness

Richmond, Virginia

Graduation Date: May 2015

Virginia Commonwealth University

Bachelor of Arts in Political Science and International Relations

Richmond, Virginia

Graduation Date: May 2015

Virginia Commonwealth University

Minor in Italian Studies

Richmond, Virginia

Graduation Date: May 2015

WORK EXPERIENCE

CarMax

Customer Experience Consultant

Richmond, Virginia

Sep 2020 - Present

- Successfully upsold additional features to 25% of customers during demonstrations.
- Identified & resolved issues within applications to ensure compliance with regulatory standards, leading to an increase in successful onboarding by 20%.
- Verified the accuracy of finance applications with over 99% accuracy rate, ensuring a smooth customer experience.
- Ensured customer privacy protocols were met while processing finance applications, safeguarding the confidential information of 200+ customers daily.
- Built rapport with customers by providing tailored advice & solutions for their needs, leading to a 90% satisfaction rate.
- Coached a team of 10 auto sales consultants on best practices for engaging and converting customers into buyers, increasing closing rates by 15%.

Barron & Company Family-owned Business

Operations Manager & Head of Customer Relation

Richmond, Virginia

Mar 2010 - Present

- Experienced small business owner
- Strong background in Project management and customer satisfaction
- Skilled in:
- Managing budgets
- Developing marketing strategies
- Building and maintaining relationships with clients
- Proven success in growing and maintaining a successful housekeeping business Strong planning and organization skills

PROJECT EXPERIENCE

CarMax

Customer Experience Consultant

Richmond, Virginia

Sep 2020 - Present

- Analyzed feedback from 100+ customers to identify potential areas for improvement resulting in a 20% reduction of negative reviews.
- Facilitated weekly meetings to review training & nesting materials and share personal experiences, helping XX associates gain knowledge & understanding within 4 weeks.
- Identified areas of focus for each associate to further their development and provide continued guidance beyond the four-week period for lasting success.
- Fostered the onboarding process of XX new associates by providing comprehensive mentorship, resulting in 95% successful completion rate.

Barron & Company Family-owned Business

Operations Manager & Head of Customer Relation

Richmond, Virginia

Mar 2010 - Present

- Created and maintained a comprehensive client database to track customer preferences and service history,

leading to an increase in repeat business and positive word-of-mouth referrals.

- Designed and implemented a new pricing structure for our services-based Business on market research and customer feedback, resulting in a year-over-year increase in profits.
- Building relationships with clients:
- Built strong relationships with key clients through regular communication and personalized service
- Used client feedback to continually improve the business and ensure customer satisfaction

LEADERSHIP EXPERIENCE

CarMax

Start Date - Finish Date

Start Date - Finish Date

SKILLS & INTERESTS

Skills:Information management,Organization, Critical thinking, Verbal and written communication, Relathionship Development, Contracts Review and Recomendations, Cost Reduction Strategies, and Microsoft Office

Interests:Customer Success, Information management