

Richard Gradillas

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OBJECTIVE

To obtain a rewarding career where I can apply my sales and management skills to contribute to the growth and profitability of the company. My commitment is to meet and exceed the organizations expectations.

SKILLS

Much of my work experience has required that I achieve and exceed specific goals. I take pride in demonstrating strong organizational skills, being dependable and a motivated team player. Much of my professional experience has included significant interaction with new and established customers and building strong rapport. I excel in a progressive team environment and successfully completing the tasks assigned to me. I have experience with MS Word, Excel, Outlook, Gmail, and Google Docs.

WORK HISTORY

Hilton Grand Vacations

Sales Agent: Call Center

March 2021-June 2021

I am responsible for selling vacation packages to Hilton Honors Members for locations throughout the US.

Tifco

Inventory Management Specialist

November 2020-March 2021

I am responsible for the sales and growth of Tifco electrical and hardware components to established and new customers. Additionally, I managed my inventory, made cold calls to prospective new customers and serviced MRO customers with the appropriate products to meet their needs. Client profile included wide array of entities from individual automotive shops to large governmental divisions.

Sutherland Global

Customer Service Agent-Sony/PlayStation and AT&T Retention

October 2019-November 2020

Responsibilities: Provide customer support, retention and sales for all AT&T products. Assist with upgrades, troubleshooting technical issues, various sales, take payments and disconnecting services. Provide customer support for inbound calls from PlayStation consumers. Assist with account recovery, refunds, troubleshooting various issues, update account information.

Lifetime Merchant Services

Partner

September 2017-Present

Responsibilities: Lifetime Merchant Services provides small to medium size businesses credit card processing options. My responsibilities include customer service, open and closing sales, assist in over seeing our call center sales team, add new merchants to CRM, work with the processor to problem solve, payroll and assist with hiring.

Hi-Line Mobile Industrial Hardware

Territory Manager

November 2015-September 2017

Responsibilities: As an independent contractor/franchisee I was responsible for the sales and growth of Hi-Line electrical and hardware components to established and new customers. Additionally, I managed my inventory, made cold calls to prospective new customers and serviced MRO customers with the appropriate products to meet their needs. Client profile included wide array of entities from individual automotive shops to large governmental divisions.

Red Carpet VIP

Director of VIP Hosting

Part-time June 2005 to June 2011 Full-time June 2011 to November 2015

Responsibilities: Red Carpet serves as host and concierge service to high net worth individuals seeking access to shows and upscale night clubs in Las Vegas. My responsibilities included managing a hosting staff of over 30 individuals, hiring new personnel, oversee weekly activity schedule and manage host's cash banks. I had primary accountability for accommodating a demanding customer base to assure that they had an exceptional experience attending the events of their choosing. Operational duties included tracking hosting hours, oversee weekly schedule and pricing and reviewing schedule with sales staff. Our team would purchase tickets to exclusive events, book limousines and reservations at various clubs or lounges and respond to client calls.

Lotus Broadcasting Corp.

Account Executive

Jesse Leeds, General Sales Manager

702-876-1460

August 2000 to June 2011

Responsibilities: Lotus Broadcasting is one of the west coasts' largest broadcasting companies and plays an active role with customers in promoting outside events designed to highlight their specific product. As manager of outside sales, my responsibilities included finding new event customers, managing our portfolio of clients, developing copy/spec spots, create proposals, design promotions for customer events/spots and entertaining existing and potential customers.

Miramar Truck Body and Equipment/Sierra Truck Bodies

Sales Manager

Bob West-General Manager/Owner

February 1999 to May 2000

Responsibilities: Inside sales/outside sales, find new business, manage the office, create proposals, purchase truck parts, equipment and bodies and inventory all parts and equipment.

Curtis Steel Corp

Inside Sales/Purchasing

Bill Teepe-General Manager

702-952-3000

August 1989 to January 1999

Responsibilities: Primary responsibilities included phone sales to new and existing customers and assist counter sales. Oversaw the purchase of materials including ornamental iron, PVC pipe and fittings, CPVC pipe and fitting, various steel pipe, stainless steel and aluminum metal products.