

LUIS G AGUILAR

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Professional Experience

United Parcel Service, (UPS) San Francisco, California

Human Resources Supervisor, September 2020 - May - 2021 (Contract)

Responsible for interviewing, hiring and orienting new employees, ensuring that company standards as well as local and federal regulations are followed in all hiring processes, managing bookkeeping of employee documentation and records, multitasking in taking a high volume of phone calls by helping employees inquiries as well as ensuring employees are aware of available benefits, and facilitate the processing of benefit requests

ZenithAmerican Solutions, Inc. San Francisco, California

Customer Service Representative, July 2017 - August - 2019

Provided customer service electronically, in-person and over the phone, maintained appropriate documentation and updated system (s) as necessary, consistently meeting established performance and standards, including quality and quality call standards, forwarding claims to be re-opened; submit check tracers, voids, refunds, stop payments and claim audits, multitasked other responsibilities and efficiently managed a high volume of phone calls and from desk duties

Bracket Global, San Francisco, California

Office Administrator, July 2015 - June - 2017

Organized and maintained office files, managed relationships with vendors and service providers, responsible for office supply inventory and order logistics, partnered with HR to maintain office policies as necessary, multitasked other responsibilities and efficiently managed a high volume of phone calls and from desk duties

Wells Fargo Bank, San Francisco, California

Teller, August - 2013 – June - 2015

Greeted customers, maintained high level of customer service, made sure that every transaction exceeded customer expectations and that customer surveys appropriately reflected top boxes in the wow report, helped customers with their personal and businesses transactions, answered basics inquiries regarding financial needs, sold products and services with current as well as future clients, maintained four ATM's on a daily basis to troubleshoot issues and prevent malfunctions, referred and scheduled appointments with clients to mortgage representatives and private bankers

Chaya Brasserie, San Francisco, California

Host, September 2011 - July - 2013

Multitasking in taking reservations and providing excellent customer service, welcoming and seating guests, delivering and explaining food and drink items to guests, ensuring guests are enjoying their meals and taking action to correct any problems, collecting and processing payments from tables, keeping the reception area clean and well organized

Education

City College of San Francisco, San Francisco, California

Associate in Science Computer Networking & Information Technology: Network Security - May - 2021

Relevant Coursework: Computer Hardware, Beginning & intermediate HTML, Computer Forensics, Ethical Hacking, Firewalls, and Network Security.

Computer Skills

Extremely proficient in: Microsoft Word, Excel, Power Point, Access Database, Outlook, Concur, & Micros Point of Sales