

# Uriel Chavez

Inventory and Information Technology Specialist  
Student of Sacramento State College

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## PROFESSIONAL EXPERIENCE

**HD Supply, (916) 484-7913**  
North Highlands, CA - Warehouse Worker I

September 2020 - Current

### Description:

- Inventoried and tracked departments daily products
- Engaged customers and drove sales growth through product knowledge
- Used computers to search through product inventory
- Wrote product cycle reports for requesting new inventory
- Managed own department of home improvement items
- Processed returns and sales of large lumber orders
- Loaded client vehicles with heavy product such as granite
- Used electric and manual pallet jacks to move inventory
- Provided customer service in both person and over the phone
- Operated industrial equipment such as bobcats loaders and excavators
- Accessed inventory across multiple stores within the Sacramento region

**LAZ Airport Parking, (415) 986-4800**  
Sacramento, CA — Graveyard Inventory

July 2018 - March 2020

### Description:

- Operated/repared vehicle mounted inventory equipment
- Providing exceptional customer service and assistance in both Spanish and English
- Managed the ticket system operates on both the POS and supervisor level
- Used radios and hand held devices to communicate and process/log information
- Frequently traveled between restricted sites under strict international airport guidelines
- Drove multiple company vehicles daily (sedans and pickup trucks) to perform duties
- Providing shift support for additional roles throughout company
- Identifying customer tickets in ticket system to for payment processing
- Communicated with employees and supervisors to coordinate on site operations
- Worked in low visibility night shifts through-out high wind/rain/dust conditions.
- Managed and amended missing/faulty inventory within the database.

### Relevant Skill Used:

- Handling daily revenue and occurrences logs
- Maintaining an on call shift status for absentee employees
- Communicating between multiple different on site supervisors
- Independence base self planning.

**TecnoUno Computer Repair, (650) 363-1533**  
Redwood City, CA — Computer Technician I & Helpdesk I

August 2016 - August 2017

### Description:

- Logged and wrote up daily occurrences
- Maintained and updated client database
- Developed google sheets based client ticket system
- Opened and closed the business front
- Recovered and mirrored data from computers
- General helpdesk device support for phones printers, routers, etc.
- Performed malware removal
- Escalated tickets to upper management and main technician
- Diagnosed, troubleshooted and repaired computer systems
- Maintained and conducted contact with clientele and business associates
- Installed and backed-up operating systems such as Linux and windows

### Relevant Skill Obtained & Used:

- Independent initiative taking and workflow
- Specialized customer support on a per customer basis.
- Ability to operate under pressure and time constraints
- Data management
- In person and on-call technical support and communication

## SOFT SKILLS

- ❖ Experienced in technical issues.
- ❖ Great at Goal/Objective Oriented Tasks
- ❖ Great in Both Independent and Group Based Rolls.
- ❖ Versatile and Eager to Develop more Skillsets in any Environment.
- ❖ Experience in Linux Based Systems

## HARD SKILLS

- ❖ Windows XP/7/10 - 10 years
- ❖ Linux - 6 years
- ❖ Bash Shell - 3 years
- ❖ Microsoft Office & Outlook - 7 years
- ❖ Forklift Certified
- ❖ Order Picker Certified

## LANGUAGES (BI-LINGUAL)

- ❖ Fluent English Speaker
- ❖ Native Spanish Speaker

## COMPUTER PROGRAMMING LANGUAGES

- ❖ Java programmer
- ❖ Bash Scripting
- ❖ GAS Assembly

## INTERESTS

- ❖ Computer Systems Repair
- ❖ Software Programming

## EDUCATION

**Sacramento State College**  
Sacramento CA — *Undergraduate*  
Computer Science Major

**Summit Preparatory Charter High School**  
Redwood City CA —  
*High School Diploma*

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**Delivery Driver Contractor, (916) 212-3044**  
Bay Area / Sacramento County, CA

December 2017 - October 2019

**Description:**

- Worked with many contracting delivery drivers to deliver a variety of products
- Managed my own delivery routes and quotas
- Worked with multiple companies at one time
- Organized and managed inventory of deliveries
- Engaged/worked with both distribution centers as well as individual clients and customers
- Worked with delicate items such as food deliveries up to large items such as furniture and automotive parts.

**Cost Plus World Market, (650) 701-1820.**  
Redwood City, CA — Sales Lead and Warehouse Worker I

November 2015 - August 2016

**Description:**

- Miscellaneous janitorial/furniture loading tasks
- Drove sale quotas through product-to-customer engagement
- Register cashier management
- General in-person and over the phone customer service
- Greeting and assisting customers
- Actively monitoring and managing assigned store departments
- Operated and managed cash registers as well as performing customer returns
- Over a year as Sales Lead

**Relevant Skill Obtained & Used:**

- Team Based Cooperation
- Multi-Tasker
- Diverse product knowledge
- Positive and rational thinker
- Customer service skills
- Organized and timely

**Cricket Cellular Service & Computer-Phone Repair**  
September 2013  
Bakersfield, CA - Internship Helpdesk I & Data Entry Clerk I

**Description:**

- Provided general help desk issues on Android and IOS based devices
- Learned about device service provider enrollments, IMEI's, customer account management, deactivations.
- General in-person and over the phone customer service
- Managed pre-diagnostic backups of customer data
- Greeting and assisting customers
- Shadowed the phone technicians
- Managed, rolled back and updated company software
- Negotiated transaction terms on inbound phone sales
- Used Crickets online registration software

**Relevant Skill Obtained & Used:**

- Managed the front face of the store
- Learned how to register and manage user accounts on a telecommunications level
- Learned to make both subscription and product based sales
- Bartered with customers for phone buy backs
- Performed clerical work
- Logging customer info
- Following up with existing customers
- Making appointments