**Berner Vargas**

Concord, CA 94521 | C: (925) 725-9006 | Berner\_90@yahoo.com

**Professional Summary**

Self-motivated Professional with 5+ years’ of experience managing money and store reports, providing customer service, and putting in labor work in construction. Strategic thinker, committed to reaching required numbers, and demonstrates problem solving skills by evaluating alternatives and implanting the most viable solution. Possess U.S. passport and bilingual fluency in Spanish and English languages.

**Highlights**

* Relationship Building and Retention
* Detail-Oriented
* Punctuality and Good Time Management
* Empathic Listener and Persuasive Speaker
* Excellent in regulation and compliance
* Effective communication and cooperative team work
* Excellent presentation and negotiation skills
* Well-versed in blueprints
* Efficient at completing and submitting documentation

**Experience**

**Manager Trainee 10/4/2019 – Present**

***Hertz Car Rentals Concord, CA/Walnut Creek, CA***

* Provide spectacular customer service.
* Function through Insurance car rentals and Personal rentals applications.
* Wash, clean, sanitized rental vehicles.
* Keep branch office clean, sanitized due to COVID-19
* Dress in business attire and greet customers upon entrance to acknowledge them.
* Drive and transport customers.

**Sheet Metal Worker 08/2017 – 10/4/2019**

**SMW Union Local 104 San Leandro, CA**

***United Mechanical 01/01/2019 – Present***

***San Jose, CA***

***Southland Industries 07/01/2018 – 12/31/2018***

***Hayward, CA***

***Anderson, Rowe, and Buckley 08/2017 – 06/30/2018***

***San Francisco, CA***

* Install and fabricate ductwork with hand and power tools.
* Cut, punched, and threaded sheet metal using power saws, drill press, hand and power shears, pan and box brakes, cleat benders and rollers.
* Accurately selected gauges and type of sheet metal.
* Fastened seams and joints together to assemble components into sheet metal products.
* Modified, maintained, and repaired equipment.
* Read blueprints and plans to lay out ductwork runs
* Observed safety procedures and practices to maintain a safe and clean work environment.

**Pawn Broker 03/2016 - 08/2017**

***Buy. Sell. Loan. Oakland, CA***

* Took place of the manager when not present to open store, count money, set up jewelry for display.
* Managed items weekly by keeping track of inventory of pawned and sold items.
* Negotiated final sale pricing with customers to meet their expectations.
* Sent out customer reminders as well as give curtesy phone calls.
* Made daily reports, cash deposits, organized reports, and sent out final reports daily.
* Helped closing store and reviewed all drawers with closing amount of money to match printed reports.
* Generated repeated business with exceptional customer service.
* Informed customers on options available and made sure they understood contracts with clarity.

**Pawn Broker 02/2014 – 03/2016**

***Antioch Pawn Shop / Primer Pawn Antioch, CA / Fairfield, CA***

* Managed employee hours and shifts.
* Trained new hires with high practices to provide the best customer service possible.
* Managed amount of money available in the store.
* Made deposits and withdrawals when low or over limit on cash.
* Maintained displays easy to view for customers and maintained store clean and neat.
* Review items pricing with room for negotiation to achieve customer satisfaction.
* Opened and closed store and submitting opening and closing reports daily.
* Communicated with Police department in case of crime incidents or stolen items in our possessions.
* Greeted customers upon arrival, via store or telephone.
* Sent out reminders and gave curtesy phone calls daily.

**Education**

**High School Diploma Graduated - 2009**

**Clayton Valley High School Concord, CA**