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| **Luis Rivera** | **Westminster CA**  **Email:** [**luis.rivera0824@gmail.com**](mailto:luis.rivera0824@gmail.com)  **714-767-3767** |

Objective:

# Seeking a position that offers a vibrant workplace where I can use my solid sales experience and proven customer-relationship strengths to achieve challenging sales goals.

# HIGHLIGHTS OF QUALIFICATIONS:

Grow and develop in a dynamic environment as a Sales Executive. Increase sales and customer base to achieve company’s sales objectives and stay ahead of competition.

* Bilingual: English and Spanish
* Upbeat, enthusiastic, and punctual sales associate with an excellent work ethic and sales experience.
* Ability to meet required deadlines, work well independently or as part of a team.
* Highly motivated, dependable, quick learner, and committed professional
* Skilled in customer services, sales, call center and management.
* Effective verbal communication, interpersonal skills and organizational ability.

**PROFESSIONAL EMPLOYMENT**

**Timeshare Freedom Group Scheduler 6/18 to Present**

Inbound from Radio lead, TV, Website.

Introduce the relief program to the potential clients.

Strong follow up.

Schedule prospect to in person or phone consultation to meet with the client adviser.

In charge with the Hispanic marketing campaign and translate documents.

**Seila Law LLC Debt Settlement Intake Agent 4/18/16 to 6/12/18**

Explain clients how the DS program works and the benefits.

Inbound and outbound with a strong follow up.

Credit report analysis.

Qualify client to get them enroll.

Generate legal documents to send via UPS or Email (Docusign )

Do recording disclosures to finish the process and send to QC department for approval.

**Lindo Borinquen Restaurant S.J. PR Asst. Manager 2008 –2016**

- Identify and estimate quantities of foods, beverages, and supplies to be ordered.

- Maintain relationships with customers and staff.

- Schedule staff work hours and activities.

- Make decisions and solve problems concerning menus and staff.

- Possess good communication and management abilities for handling varied kinds of customers

- Ability to coordinate multiple tasks like food, beverage and labor cost during daily restaurant activities

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| **Jolanta Tile, Anaheim, Ca** | **Sales 2005-2008** |  |

-Worked in retail showroom; utilized bi-lingual skills to assist customers with product questions.

-Consistently provided outstanding customer service to assure repeat business and referrals

-Coordinate Pickup and delivery for customers.

- Ability to up sale other products.

-Work together with contractors and designers to finalize projects.

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| **BEC Electronics, Anaheim, Ca** | **Sales and Purchasing Agent** | **1995-2005** |

* Worked directly with brokers and electronic manufacturing companies; sold and purchased electronic parts
* Tested new products to assure compliance with company standards
* Trained new staff utilizing English and Spanish; coordinated work assignment preparation and completion with other workers, inbound and outbound calls environment..
* Established purchase orders (contracts) which provided the best terms and least liabilities
* Identifies and selects vendor to procure requisitioned commodities, meeting criteria such as price, quantity, quality and delivery date and places orders.

Computer Skills:

Micosoft Office, Power Point, Excel, Office Word. Outlook Express.

CRM’s: Sales Force,

Education:

UMET, Metropolitan University of Puerto Rico.

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