

MICHAEL RIVERA

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OBJECTIVE

To obtain a bicycle service department position in which I can use my extensive knowledge and experience in the industry to assist a company in meeting and surpassing its goals for success.

WORK EXPERIENCE

Trek Bikes of Ventura - Ventura, CA

APR 2016 – PRESENT

- Service Dept. Manager
 - Responsible for ensuring that every customer leaves our Service Department with the most satisfying and friendly experience possible through the highest level of efficiency as well as having their repair performed in the timeliest manner possible. *Procedures include: Ensuring all service employees have the tools needed to complete repairs (ex. Tools, cleanings supplies, knowledge, etc.), monitoring inventory levels on parts, and monitoring progress of repairs throughout the day/week.*
 - Processed warranty claims with all current vendors.
 - Responsible for completing scheduled repairs as well as writing service work orders on incoming repairs.

Trek Bicycle Superstore - San Diego, CA

APR 2014 – APR

2016

- Service Technician / Service Writer
 - Responsible for completing all scheduled repairs within guaranteed 24 to 48 hour turnaround time (*Routine repairs include: Minor/Complete Tune-ups, Suspension overhauls, wheel/hub repairs, Hydraulic brake bleeds, Custom bike builds, Shimano Di2 installation and service, minor adjustments, etc.*)
 - Responsible for writing clear and complete service work orders while addressing the concerns of the customer as well as all repairs needed to ensure the bicycle is safe to ride.
 - Processed warranty claims with vendors (*ex. Trek/Bontrager, Shimano, Cannondale, Sram, Fox, Rockshox, etc.*) as well as claims for both Redshield and Trek Care Plus.
- Productivity values for 2015
 - **\$63,608** in **ADD ON** dollars on all service tickets written
 - **\$48,730** in **LABOR** dollars on all service tickets written
 - **\$30,009** in **LABOR** dollars completed as Service Technician

Sport Chalet - San Diego, CA / Porter Ranch, CA

SEP 2000 – APR

2014

- District Bicycle Tech Trainer / Bicycle Dept. Head
 - Coordinated and conducted training clinics for instructing Bicycle Dept. employees on general assembly, repair procedures, and sales techniques
- Department Head – Bike Department / Ski Hardware & Rental Dept.
 - Responsible for driving sales, scheduling, visual merchandising, general shop keeping, and preparation and execution of seasonal inventory counts

Life & Annuity Masters Inc. - Simi Valley, CA

NOV 2005 – AUG 2009

- Agency Support Manager
 - Assisted partner agencies with admin. issues (*ex. commissions, contracting, supplies, etc.*)
 - Calculated and processed agent/agency bonus compensation figures.
 - Reported and monitored agent debt including attempts to collect outstanding balances

SKILLS AND TRAINING

- Extensive experience with Ascend Retail Management System
- Extensive experience in sourcing parts from vendors and large distributors (*ex. QBP, Dexter, BTI, Hawley, KHS, J&B Importers, Shimano, Sram, etc.*)
- Extensive experience and training with Shimano Di2 electronic drivetrains including installation, adjustment, programing and troubleshooting

EDUCATION

San Diego Community College – San Diego, CA

JAN 2012 – APR

2016