

Juan Flores

Charlotte, NC 28226

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704-314-5262

Objective: To obtain a long term, fulfilling career where I can exemplify my love of hard work, outstanding customer service skills, and natural leadership ability daily.

Authorized to work in the US for any employer

Work Experience

JUNK REMOVAL TRUCK CAPTAIN

COLLEGE H.U.N.K.S

June 2019 to Present

- Top revenue producer among peers
- Oversees crew on jobs and executes game plan to expediate completion of jobs and maximize manpower and spatial resources
- Ensures paperwork is accurately completed and filed in a timely manner for each job
- Provides comprehensive job training to new team members

TRUCK TEAM MANAGER/TRAINER

1-800-GOT-JUNK - Charlotte, NC

November 2018 to June 2019

- Provided excellent customer service from start to finish - quoted and closed jobs on site, strategically loaded trucks, and collected payment
- Responsible for training new employees in all aspects of field work
- Marketed with provided materials during or between jobs
- Consistently received 5-star reviews online and achieved top trucker status for 2 consecutive months

OWNER/OPERATOR

JP LOCAL LAWN CARE

May 2013 to November 2018

- Developed a lawn care business by turning leads into customers, negotiating rates, and performing regular preventative maintenance on all landscaping equipment and work vehicles
- Provided routine lawn care maintenance for customers and completed special projects

ENGINEER - TRAIN CONDUCTOR

Charrah - Charlotte, NC

November 2015 to September 2016

- Operated and conducted train cars on the railroad at the Duke Energy Riverbend plant as part of a coal ash clean up initiative
- Quickly learned a new trade and passed all written and practical tests formal and informal (including OSHA training), while maintaining safe workplace standards

INSIDE SALES REPRESENTATIVE

RED VENTURES

August 2012 to December 2013

- Abided by stringent quality assurance guidelines while acquiring new customers through an aggressive, assumptive, and consultative sales process
- Applied coaching feedback to future phone calls

GUEST SERVICES REPRESENTATIVE

FOUR POINTS BY SHERATON

March 2012 to July 2012

- Greeted guests, completed check-in and check-out processes, assisted with guest reception and breakfast set up, and completed night audits
- Regularly received praise from customers by name on comment cards and online reviews

LEASING CONSULTANT

SUN VALLEY APARTMENTS - Charlotte, NC

May 2011 to March 2012

- Successfully filled vacancies by signing leases to qualified prospects by touring the property, including amenities and apartments
- Facilitated a peaceful community for residents by processing work orders and coordinating to have requests completed
- Worked with maintenance and management to ensure units were move-in ready and provided a smooth move-in experience

LEASING CONSULTANT

PINE TREE APARTMENTS - Charlotte, NC

November 2010 to May 2011

- Converted walk-ins into leases, increasing resident occupancy
- Completed tours while building customer specific value to close the sale
- Fielded and escalated maintenance work order requests from residents
- Performed weekly collections to rectify past due rent and utilities balances

Education

HIGH SCHOOL DIPLOMA

KISSIMMEE HIGH SCHOOL - Kissimmee, FL

2003

Skills

- Bilingual in English and Spanish
- Microsoft Office
- Extensive Customer Service Experience
- Residential Leasing Experience
- Sales Experience
- Training and Leadership Experience

Certifications and Licenses

Driver's License