

EDGAR MOLINA

Management

CONTACT

Edgar.D.Molina89@gmail.com ✉

(510) 366-1997 ☎

1211 OTTAWA AVENUE SAN
LEANDRO, CA, 94579 📍

EDUCATION

CHABOT COMMUNITY COLLEGE
Hayward, CA

*Completed coursework towards
Computer Networking Network Analyst
(Dec 2012)*

ADDITIONAL SKILLS

Spanish Speaking
Excellent with Microsoft Office
Adept at learning
Resourceful
Critical Thinker

CAREER OBJECTIVE

Detail-oriented professional with 10.5 years of experience and a proven knowledge of back office operations, customer service, and data entry. Aiming to leverage my skills to successfully fill the Management role at your company.

EXPERIENCE

TIRE LOGISTICS CENTER COORDINATOR

TireHub Inc, Hayward, CA / Jul 2018 - Apr 2020

- Cash & Ticket control of all items in and out of warehouse. Make daily point of sale cash register cut-off and prepare it for bank deposit nightly. Control all petty cash items and reconcile any and all discrepancies among team. Handled all incoming and outgoing mail, including bills, city requests, permits, insurances etc. Reviewed any missing ticket items, identified all open items and investigate to conclusion to ensure daily accuracy. End of day audit of all tickets, ensuring accuracy, signature complete for both customer recipient and driver/warehouse loader. Approved all credits to customers and applied credits once all paperwork was completed. Work closely with credit department to make sure collections accounts were kept to a minimum. Opened and closed the building on a daily basis

CUSTOMER ENGAGEMENT SPECIALIST

TireHub, Hayward, CA / Jun 2018 - Jul 2018

- Make minimum of 50 outcalls to customers daily and accounts for sales of tires. Handled payments, checks, cash, card etc. Steered customers towards in-house brands of tires whenever possible (i.e. goodyear, bridgestone, firestone etc.). Coordinate with warehouse to maximize route for driver drop offs

INSIDE SALES REP. LEVEL 2

Bridgestone Americas Tire Operations, Hayward, CA / Sep 2016 - Jun 2018

- Make minimum of 30 outcalls to customers and accounts to make sales of tires. Handled payments, checks, cash, card etc. Managed accounts for proper credit distribution, handled returns and followed up with customers. On average obtained 2 new accounts per month working alongside outside sales team exchanging information. Steered customers towards Bridgestone/Firestone tires whenever possible. Assisted driver loadouts in warehouse when routes would go out. Would special order tires for customers from manufactures and also handled manufacture warranties.

SHOP MANAGER

George Oren Tire Specialist, Oakland, CA / Feb 2014 - Sep 2016

- Opened & closed the shop Mon-Friday and alternating Saturdays.

Managed all commercial accounts on the wholesale side, as well as obtained new wholesale accounts to come do business at our shop. Greeted every customer and inspected brakes, tires, suspension, and basic necessities; such as wiper blades, fluids, oil changes and such. Upsold customers from tier 3 tires such as doral, uniroyal, and nexen to tier 1 like michelin, continental, yokohama etc. Would do both written estimates for customer records and also used mitchell labor guide to do estimates on customer vehicles. ordered parts as needed if they werent in stock. Helped customers understand their suspension issues if they had any. Balanced and mounted tires whenever needed with the rest of the team. Helped with alignments and selling camber kits to correct alignment issues. Would order new wheels for customer vehicles that wanted a custom look. Managed teams lunch times to make sure we were never short handed.

ASSISTANT STORE MANAGER

Radioshack, Hayward, CA / Jun 2012 - May 2016

- Provide customer service by greeting and assisting customers, and responding to customer inquiries and complaints.
- Direct and supervise employees engaged in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Monitor sales activities to ensure that customers receive satisfactory service and quality goods.
- Instruct staff on how to handle difficult and complicated sales.
- Hire, train, and evaluate personnel in sales or marketing establishments, promoting or firing workers when appropriate.
- Assign employees to specific duties.
- Enforce safety, health, and security rules.
- Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
- Perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
- Plan and prepare work schedules and keep records of employees' work schedules and time cards.
- Review inventory and sales records to prepare reports for management and budget departments.
- Examine products purchased for resale or received for storage to assess the condition of each product or item.
- Confer with company officials to develop methods and procedures to increase sales, expand markets, and promote business.