Efrain Cruz Cortes

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Customer Service veteran with years of experience in establishing relationships, group collaboration, management, business administration, strong communication, problem solving, and critical thinking skills, across several industries. All while gaining the knowledge of computer science to break into the growing IT industry!

Education

* Graduated from Oldham County Highschool June 6, 2016.
* In my sophomore year of high school, I volunteered some of my Friday afternoons to a local Hispanic shop here in Lagrange formally known as *La Costeńita*.
* Starting my junior year of high school, I volunteered one of my free periods to help those in the English Language Learners class. *1st (ACT) score = ”21”*

* In my senior year I was encouraged to take an advance placement Spanish class (AP). Upon taking the AP exams I scored a proficient (3.5 of 5). *2nd (ACT) score = “23”*
* Throughout my high school career, I had a front row seat in how to start, grow, maintain, and expand a business. The experience and knowledge gained from this was life changing.

Work Experience

* *Savor Mex (May 2012 - May 2016)*
* Was started by my mother and a family friend in 2012 in a tiny food truck; In 2015 Rosa became the sole owner. My duties started as a regular crew member, and over time increased to Assistant Manager.
* *(Kentuckiana Comfort Co. (June 2016 – January 2017)*
* Operated a heavy machine by ways of a computer to cut foam insulation pieces for industrialized air conditioning units. Worked on the assembly line which I had to fill orders for.
* *Walmart (February 2017 – July 2017)*
* As a Overnight stocker I would communicate with management and peers to stock, clean, and zone the store. Held positions as cashier, stocker, and returns.
* *Townsend (July 2017 – July 2019)*
* Started as a “ground man” whose duties included but not limited to; Collecting brush and grinding it, setting up a proper work zone, setting up a proper “Drop zone”, and micromanaging my fellow Hispanic population under supervision from my Foreman.
* Promoted in 2018 *to Certified B Man Line Clearance Tree Trimmer*. Duties included but not limited; Climbing trees to make production numbers, always adhering to the “2 points of contact” when in a tree and operating a saw, operating small and medium sized chainsaws to clear brush and small trees, assisting in safe removal of hazard trees; that have a possibility of “break off” or “overhang”. Performed and supervised numerous “ticket jobs” contracted by LG&E.
* When heavy winds or ice storms passed through Louisville Ky, if any power line had any obstructions or loss of power. We were usually the ones “on call” to come resolve the issue. Some days we were on call all night and didn’t get home till the next day.
* *Amazon (August 2019 – January 2020)*
* Filling various orders in bins with mobile scanners to ensure quality.
* *Proverbial Gardens (February 2020 – November 2020)*
* As a team member I operated gas powered trimmers and chainsaws for shrub and tree trimming operations. Operated lawn mower machinery such as rider on, trimers, and leaf blowers. Correlated with supervisors on retaining wall and pond projects.
* *Ups (December 2020- August 2021)*
* Split the hundreds of packages that came down the conveyer belt with another co-worker, while loading 3 – 4 package cars with some handheld scanners.
* *Proverbial Gardens (September 2021 – Current)*

**Skills**

* **Team player**
* In any workplace teamwork is an essential building block for success. Whether it’s covering a peers shift or correlating with a team to complete a complex task. Nothing beats teamwork from a group of team players.
* **Time Management**
* Being the first one to arrive and the last one to leave has always been one of my ideals when in a learning environment or when in a thriving workplace.

* **Strong Work Ethic**
* Having a strong work ethic instilled in me from a young age allows me to power through. As well as impressing many of my employers and co-workers by going that extra mile.
* **Being Bilingual**
  + From a young ago I was blessed to have been taught English at school, and Spanish at home by my mom. From a school standpoint its’ fun to be advanced in that area and brag. However, in the work force, having the ability to speak another language is well rewarding.
* **Problem Solving**

- Being able to dissect a problem from multiple angles and perspectives will ensure a proper plan. (*“A person who never made a mistake never tried anything new”. – Albert Einstein)* To solve problems efficiently one must know when to try various solutions when tackling a problem.

* **Attention To Detail** 
  + Revising and double checking my work has followed me my entire life, whether that be in the food industry or service industry. A golden rule I go by, when in doubt get another set of eyes. Two perspectives are better than one.

References

Rosa Sarimento Savor Mex

Owner

Mobile

502 – 310 – 1038

Jeff Abshear Townsend

Foreman

Mobile

502 – 767 – 3904

Justin Abshear Townsend

Co Foreman

Mobile

502 – 408 - 7832

Jim

UPS supervisor

Mobile

502-544-9271

Brandon Brown

UPS Head Supervisor

Mobile

615-881-4506

Tom Davis Proverbial Gardens

Owner

Mobile

502-777-6309

Myra Davis

Proverbial Gardens Supervisor

Mobile