

Erick Franco

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EXPERIENCE

Fulfillment Associate

June. 2022 - Current

Target | Happy Valley, OR

- Managed all responsibilities that involved or were in fulfillment, alongside training others and being trained in different departments so that I may be more flexible.
- Helping customers even when requests were outside of my department, finding, and explaining products along with connecting customers with associates that had better knowledge of their concerns.
- Restock Shelves with either returns or new products while this was outside of my department I made an effort to learn different positions and help my superiors if we were short-staffed.
- Training new associates or associates that needed to be cross-trained, along with providing a plan with my other team members so that we could better work as a team and no task was left unfinished.

Overall, in this most recent job, my skills involving customer service and managing time have reached a new high, because while I did know how to take care of customers and manage time during my other jobs, the difference between now and then is during this position I was able to watch, learn, and perform the most customer service because a large part of my duties was to talk and make the patrons feel informed and attended, along with understanding time requirements and applying it to my work.

Delivery Associate

August. 2020 - Dec. 2020

Home Depot | Happy Valley, OR

- Managed upgrades and alternatives for customers over the phone to fit the project and needs that the customer had problems with.
- Speak to customers on the floor and over the phone and network with multiple locations to resolve problems with products and deliveries.
- Collaborated with other associates to complete tasks that were larger in demand and always in a timely manner

Homes Sales Associate

October. 2021 - March 2022

Fred Meyers | Portland, OR

- Manage all responsibilities that involved or were in the home department, alongside other tasks that the store wanted all associates trained to know
- Arranged the pick up of furniture accommodating to the customer as well as helping the customer with getting the furniture in or on their vehicle.
- Restock Shelves with either returns or new products that were delivered via freight, while fitting the corporate planned spacing, displays, and sale tags.

EDUCATION

Milwaukie High School | High Honors Diploma

Completed June. 2019

- GPA: 3.75/4.0
- Avid Scholar; *Volunteer*, Humane Society

Portland Community College | Bachelor of Science in Computer Science

- GPA: 3.5/4.0

Portland State University | Bachelor of Science in Computer Science

Expected June. 2025

- GPA: 3.5/4.0
- Bachelor of Computer Science program

SKILLS

Spanish Speaking, Vim, Linux, C++, python, bash, gdb, | OS X | Windows | iOS | Android | Networking