

# Jose A. Sanchez

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## EDUCATION

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### Kansas City Community College

Computer Software Technology - AAS - GPA: 3.74

Kansas City, KS / United States

August 2022 – December 2023

#### Relevant Courses

- Programming Fundamentals, HTML Web Page Development, Networking 1, and Structured Query Language.

#### Honors & Awards

- Provost's Honor Roll for 2 semesters
- Phi Theta Kappa Honor Society

## PROFESSIONAL AND PROJECT EXPERIENCE

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### Tommy's Express Carwash

Lead Associate

Manhattan, KS / United States

September 2020 – Present

- Collaborated with the leadership team to foster a culture of excellent customer service among all carwash associates, resulting in an enhanced experience for over 6,000+ satisfied members.
- Demonstrated exceptional customer service, contributing to a 15% increase in customer loyalty and garnering positive feedback from 95% of customers surveyed.
- Efficiently managed daily operations, led a team of 18 associates, monitored 15 fleet accounts at two different sites, and facilitated successful monthly team meetings.

#### Customer Engagement

- Cultivated and maintained strong relationships with customers, leading to a 12% growth in customer referrals.
- Produced an excellent customer experience by promptly addressing an average of 12 customer inquiries per week, demonstrating empathy, communicating effectively, and resolving problems with user-friendly explanations.
- Utilized advanced sales computer technology to efficiently manage and maintain customer accounts and purchases, resulting in a 20% increase in accuracy and productivity.

#### Team Leading

- Advised and mentored 20+ new and existing car wash associates on customer engagement, equipment maintenance, and advanced product knowledge, resulting in enhanced customer satisfaction and increased team efficiency.
- Developed a motivated team of customer service representatives, consistently surpassing daily and weekly quotas for membership sales by an average of 12% to drive revenue growth and exceed performance targets.
- Inspired a diverse, high-performing team through effective coaching, supervision, and timely feedback, resulting in a 15% increase in overall team productivity and a 20% improvement in employee satisfaction scores.

### Project Experience

Personal Website Portfolio

May 2023

- Utilized the skills acquired over two semesters of study and self-taught knowledge to successfully create a comprehensive Personal Website Portfolio.
- Applied a diverse range of programming languages including HTML, CSS, JavaScript, and Python in the creation of the website and projects, demonstrating proficiency in multiple languages, and ensuring an interactive user experience.

## LEADERSHIP AND VOLUNTEERING EXPERIENCE

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### Lions – Surf Soccer Club

Assistant Coach

Manhattan, KS / United States

March 2023 – May 2023

- Volunteered as an assistant coach for a youth soccer team, leading conditioning, and technical drills during practices, positively impacting the development of 10+ young athletes, and contributing to improved team performance.

## SKILLS AND ADDITIONAL EDUCATION

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**SKILLS:** HTML, CSS, JavaScript, SQL, Python, Databases, Troubleshooting, Phone-based support, Microsoft Excel, Proactive, Self-starter, Deadline management, Excellent interpersonal skills.

**LANGUAGES:** American English—Native and Spanish—Fluent.

**OTHER EDUCATION:** Technical Support Fundamentals Course issued by Coursera.