

Luis Pérez – Operations, Sales & Safety Leader

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Willing to Relocate • Authorized to Work in the US

OBJECTIVE

Dynamic and results-oriented professional seeking a challenging role that leverages over 15 years of experience in operations, client relations, and team leadership to drive business growth and operational excellence.

PROFESSIONAL SUMMARY

- **Extensive Experience:** Over 15 years in diverse roles including property inspection, fleet and operations management, and client services.
- **Leadership & Training:** Proven ability to mentor teams and implement process improvements to boost efficiency and service quality.
- **Client-Focused:** Adept at resolving customer issues, managing complex schedules, and ensuring a seamless service experience.
- **Safety & Compliance:** Committed to maintaining high safety standards, backed by OSHA 10-hour General Industry Safety and Health training.
- **Analytical & Organized:** Strong background in reporting, financial oversight, and the use of technology to streamline operations.

WORK EXPERIENCE

Lead Generator / Sales Coordinator | Cool Today, Orlando, Florida

August 2022 – February 2025

- **Customer Engagement:** Initiated interactions in the Home Depot store by advising customers on available services and efficiently booking appointments.
- **Sales Operations:** Transitioned to a sales role involving proactive outbound calls, appointment scheduling, addressing inquiries, and resolving complaints.
- **Team Development:** Trained and mentored new hires, ensuring high-quality service and consistent performance across the team.
- **Process Optimization:** Collaborated with cross-functional teams to refine appointment scheduling, resulting in improved customer satisfaction and streamlined operations.

Property Inspector | Mueller Reports, Orlando, Florida

March 2022 – August 2022

- Performed comprehensive inspections on residential and commercial projects, generating detailed reports for major insurance companies and lenders.
- Worked closely with adjusters and underwriters to ensure accurate damage assessments and timely documentation.
- Ensured strict adherence to safety and quality standards, contributing to effective risk management.

Property Inspector | Marin Eljaiek Lopez & Martinez, Orlando, Florida

March 2020 – November 2020

- Executed thorough on-site evaluations, capturing high-quality photographs and producing comprehensive damage assessment reports.
- Provided clear guidance to clients throughout the inspection process, enhancing understanding and satisfaction.