

# LUIS ORDONEZ

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Driven, self-starter with 11+ years of broad-based experience in customer service, technical support, sales, marketing, health care, manufacturing, and recycling processing in diverse industries. Highly skilled problem-solver offering expertise in sourcing, inventory management, delivery coordination, quality assessments, and error remediation to ensure quality standards and service delivery excellence. A dynamic and versatile individual capable of staying focused over long periods and with an untiring thirst for expanding knowledge and skills through training. Leverage keen attention to detail and excellent organization skills to optimize processes. Employ excellent communication and team collaboration competencies to boost productivity and guarantee safety. Equipped with physical fitness, stamina, and the dexterity to effectively handle equipment and materials.

## CORE COMPETENCIES

Sales & Marketing Customer Service Data Analysis & Reporting Technology Acumen Safety Regulations  
Compliance Preventative Maintenance Social Media Marketing Issue Isolation & Troubleshooting  
Production Quality Standards

## PROFESSIONAL QUALIFICATIONS

### PROBLEM-SOLVING ABILITIES

Consulting with clients, management, and sales team to understand customer requirements and recommend strategic solutions. Providing feedback on software usability and functionality and collaborating with the manufacturing and product development departments to engineer products that meet customers' expectations, solve their issues, and fulfill requirements.

### ADAPTABILITY & ORGANIZATIONAL SKILLS

Monitoring inventory levels, arranging the deliveries of RV products, and coordinating with delivery drivers to meet customer demands. Completing in-depth reviews of market conditions, demographic data, and customer preferences for software products to determine optimal targets, competitor offerings, adjust campaigns, and maximize sales. Improving performance by attending continuous training.

### ANALYTICAL THINKING & DETAIL ORIENTEDNESS

Adhering to safety and regulatory standards to ensure the proper functionality of products. Setting up, operating, and adjusting equipment according to specifications. Conducting quality control activities by meticulously inspecting products for defects and damages and addressing issues promptly to avoid adverse effects to the bottom line.

## PROFESSIONAL EXPERIENCE

► **ER2** | Phoenix, AZ | August 2020 - Present

### PROCESSOR

- Conduct thorough research by employing several sources to assess the resale value of the acquired electronic products. Sort products and place non-valuable items in appropriate containers. Utilize internal communication tools to consult with other teams. ▪ Utilize hand tools and power tools as necessary. Operate equipment, such as a forklift, pallet jack, power lift, and front-end loader to efficiently load bales, bundles, and other heavy items while strictly following standard operating procedures (SOPs). ▪ Maintain the cleanliness and functionality of supplies, tools, equipment, and storage areas in compliance with safety regulations.

► **Abrio Family Services** | Phoenix, AZ | Oct 2008 – Present

### CAREGIVER

- Support individuals with difficulties performing daily activities by assisting with grooming, mobility, and transportation to medical and other appointments. Applied food safety practices while feeding clients.
- Adhere to a prescribed healthcare plan by supporting the client with physical and mental exercises and ensuring the proper

administration of medication according to prescription specifications.

- Provide emotional support and encouragement to the client. Monitor, record, and report changes in health, behavior, and needs to the primary health care provider.

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▀ **Freshly** | Phoenix, AZ | Aug 2019 – Jan 2020

#### **CUSTOMER CHAT SUPPORT**

- Functioned as the initial point of contact for customers by providing chat support and a positive customer experience in every interaction. Completed product contract forms, change of address requests, and service discontinuance orders. ▪ Delivered consistently high level of quality customer service and exceeded customer expectations by investigating, troubleshooting, and resolving customer complaints efficiently.
- Documented and submitted customer feedback to assist in optimizing products, packaging, shipping, services, and billing processes to drive enhanced business operations.

▀ **Cognizant** | Phoenix, AZ | Oct 2017- Jul 2019

#### **SOCIAL MEDIA MODERATOR**

- Increased credibility and client awareness by developing technical marketing collateral, public relations campaigns, articles, and newsletters, ensuring adherence to company policies and regulatory compliance.
- Managed the full-cycle marketing and advertising strategies to boost customer engagement and achieve repeat customer sales. ▪ Developed documentation outlining research findings to support project managers, software developers, and marketing staff.

▀ **Amazon** | Phoenix, AZ | Aug 2017 – Nov 2017

#### **WAREHOUSE FULFILLMENT ASSOCIATE**

- Monitored and evaluated ongoing and outgoing shipments. Organized the warehouse by carefully arranging incoming inventory. ▪ Optimized the supply chain operations by accurately utilizing material handling equipment, such as forklift, pallet truck, powered industrial trucks (PIT) to process and categorize items according to destination.
- Prevented product shortage and stock surplus by employing outstanding stock and inventory management techniques.

▀ **GoDaddy** | Tempe, AZ | Aug 2016 – Jan 2017

#### **MULTILINGUAL SALES AND TECHNICIAN**

- Utilized a consultative sales approach leveraging outstanding interpersonal skills to determine customer needs and provide appropriate solutions while meeting quality and production standards in a high-volume and dynamic environment. ▪ Developed and maintained comprehensive and updated knowledge of products, services, prices, and promotions to deliver excellent customer service, troubleshoot issues, maximize customer value and potential sales.
- Built positive professional relationships by interacting and communicating effectively with people at various levels of the organization.

▀ **La Mesa RV** | Phoenix, AZ | Mar 2016 – Aug 2016

#### **WHOLESALE REPRESENTATIVE**

- Leveraged proven sales methods to increase revenue by 15% and surpass sales objectives by 10%. Ensured client retention and maximized business potential by delivering superior customer service and efficiently responding to concerns. ▪ Handled administrative tasks, such as completing sales contracts, documenting warranties, and processing customer payments. Generated sales reports to assist the management team with critical decision-making that achieved targets. ▪ Managed prospective leads and existing accounts to accurately forecast revenue and develop long-term business partnerships.

### **VOLUNTEER EXPERIENCE**

**Brazilian Jiu-Jitsu Assistant Instructor** | MMA Lab, Phoenix, AZ | Jul 2010 – Present

### **EDUCATION & SKILLS**

**Automotive Service Technology** | Arizona Automotive Institute, Glendale, AZ | 2007

**General Educational Development** | Estrella Mountain Community College, Avondale, AZ | 2006

Technical Skills: Zendesk ▪ HTML ▪ CSS ▪ Microsoft Office Suite: Word, Excel, PowerPoint, Outlook  
▪ Google Suite: Docs, Sheets, Slides

Languages: English – Fluent ▪ Spanish – Native Speaker

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