**Juan Robledo**

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**Work Experience**

* **Front Line Manager**

Textbook Solutions, Inc Houston, TX Aug 2015-Sept 2016

* Managed customer service department for company where we interacted with customers through email and phone.
* Supervised in-store customer service employees.
* Shipped online orders out to customers and ordered books in demand from major publishers and wholesale distributors.
* Increased productivity by categorizing customer issues and creating sample responses.
* **Shift Manager**

Schlotzsky’s Deli Humble, TX Feb 2014-Apr 2015

* Supervised kitchen functions and front-end of restaurant.
* Took charge of finances of restaurant.
* Managed store inventory and helped create weekly purchase orders.
* **Sales Associate**

RadioShack Houston, TX Aug 2013-Jan 2014

* Helped customers with technical issues with a variety of electronic devices.
* Met set sales quotas on daily, weekly, and monthly basis.
* Assisted in training of new hires in mobile sales process.

**Skills**

* Fluent in Spanish.
* Experience in C++ and R language.
* Experience in Microsoft applications.
* Transportation and shipping experience.

**Education**

* **Bachelor of Science in Mathematics**

University of Houston Downtown

Expected Graduation Date: Dec 2016

* **Associate of Science**

Lone Star College

Graduation Date: Dec 2016

**Reference** References available upon request.