

# Michael Pergolatti

New Bern, NC 28560

[Mpergolatti@gmail.com](mailto:Mpergolatti@gmail.com)

2526650074

Authorized to work in the US for any employer

## Work Experience

---

### **Owner/Operator**

Coastal Home & Auto Detailing LLC - New Bern, NC

January 2021 to Present

Fully Insured and Licensed Pressure Washing company that also does Auto Detailing and Gutter Guard Installations.

### **Salesman**

Cella Ford - New Bern, NC

June 2020 to December 2020

Automobile Sales Superb Customer Service Detail Oriented Extreme Problem Solving Quick and Efficient

### **Salesman**

Classic Ford of Smithfield - Smithfield,

NC February 2020 to June 2020

Automobile Sales Superb Customer Service Detail Oriented Extreme Problem Solving Quick and Efficient

### **Market Associate**

Food Lion - Princeton, NC

November 2019 to February 2020

- Maintain meat and other perishable goods ensuring nothing is out of date
- Unload and stock truck 5 days a week
- Rotate out stock and pull any outdated items
- Help maintain a healthy area and deep cleaning / sanitizing every day to maintain appearance and health standards
- Assist customers and ensure their expectations are met to better assist their experience

### **Produce Associate**

Food Lion - Princeton, NC

September 2019 to February 2020

- Stock and unload produce truck
- Make sure no items are out of date and rotate out stock to maintain freshness
- Assist customers in choosing their produce
- Assist customers in all areas of store
- Maintain a healthy, happy environment for everyone including employees and managers

**Stocker/Receiver**

Food Lion - Princeton, NC  
June 2019 to February 2020

- Overnight Stocking
- Remove items from truck and place them on the shelves
- Make sure the store is neat and clean before it opens the next morning
- Complete work within the allotted time

**Manager**

Marblelife Of Los Angeles - Rancho Cucamonga, CA  
January 2018 to June 2019

- Prepared quotes for new products and services and composed site budgets
- Identified customer needs and communicated with them in order to get the job done efficiently and correctly
- Reduced workflow inconsistencies while recruiting, interviewing and hiring new staff members
- Worked the technical aspect of the business in order to learn exactly how a job should be performed and in the time it should be finished

**Owner Operator**

Golatti Restoration - Sanford, FL  
April 2015 to January 2018

- Improved customer satisfaction by resolving critical issues quickly and efficiently
- Created a comprehensive business plan complete with sales goals and financial data
- Enhanced customer loyalty and satisfaction by addressing concerns in a speedy and knowledgeable manner
- Hired and trained employees and evaluated their job performance

**Auto Detailer**

Blue Book Cars - Sanford, FL  
January 2013 to April 2015

- Completed vehicle inspections prior to service and afterwards to ensure there was no damage
- Used steam cleaning equipment to remove dirt from the engine and engine compartment
- Applied wax to the exterior of vehicles and removed it, buffing to a brilliant shine
- Accurately read, understood, and carried out written instructions

**Detail Manager**

Lake Mary Car Wash - Lake Mary, FL  
April 2007 to January 2013

- Managed team of 8 personnel focused on providing expert detailing services to customers
- Instructed staff on proper techniques for washing, waxing, cleaning, vacuuming and other tasks
- Oversaw inventory, equipment maintenance and bay cleaning
- Provided outstanding customer service

## Education

---

### **CDL - A in CDS Tractor Training**

Seminole State College of Florida - Fredericksburg, VA

February 2019 to April 2019

### **High School Diploma**

Lake Mary High School - Lake Mary,

FL 2005

## Skills

---

### **TECH EXPERIENCE**

- Minor Python Experience
- Minor SQL Experience
- Minor C++ Experience
- Minor JAVA Experience
- Minor HTML Experience
- Computer Literate
  
- Customer service
- Goal-oriented
- Problem solver
- Staff management
- Excellent work ethic
- Goal-oriented
- Buffing
- Detailing
- Restoration Industry Experience
- Car Wash
- Produce Experience