

# Gabriel Delzingaro

(407) 797-4915  
gabrieldelzingaro@gmail.com

## EXPERIENCE

### **Victory Tailgate, Orlando – Customer Service Representative**

June 2018-October 2018; March 2020-Present

- Answer questions on products offered by company via phone, email, and chat
- Place orders received through multiple vendor systems
- Assist customers at Reception
- Assist with locating and updating outdated information on products
- Train new associates on company policies and products to be able to effectively assist customers

### **Activengage, Maitland — Chat Specialist/Mentor**

October 2015 - August, 2020

- Assist customers with finding relevant information
- Gather contact information from customers
- Assist with developing new chatters during and after training
- Help other chat specialists with unique or uncommon situations

### **Pizza Hut, Orlando — Shift Manager**

August 2014 - February 2016

- Ensuring Shifts are appropriately staffed based on business needs
- Accountable for all cash management during shift
- Training new employees
- Enforcing company standards
- Resolving customer complaints and employee issues
- Problem-solving
- Conducted interviews for potential employees

### **Pizza Hut, Orlando — Team Member/Trainer**

January 2013 - August 2014

- Communicating with customers to ensure orders are correct
- Flexibility to switch between positions based on store needs
- Assist with the training process of new employees on various positions within the store

## SKILLS

- Experienced and previously certified in Microsoft Office products such as Word, PowerPoint, and Excel
- Average WPM of 80
- Managed teams upward of 10 people during peak times
- Developing plans of action
- Predictive Analytics
- Quick to implement feedback
- Multitasking to complete various goals in a timely manner

## ACCOMPLISHMENTS

- Improved restaurants internal rating to acceptable numbers by correcting problem areas
- Implemented reward system for employees to boost morale
- Given responsibility to manage entire running of store while the General Manager was on vacation

## EDUCATION

### **Valencia College, Orlando**

2012;2015

### **Oak Ridge High School, Orlando — *High School Diploma***

2008- 2012