

ROBERTO MOLINA

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209-54 45th Rd, Bayside Queens, NY 11361

Skills

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|-----------------------------------|------------------------|
| ✓ Windows and Mac Proficient | ✓ Data Analysis |
| ✓ Proficient in Customer Services | ✓ Qualitative Research |
| ✓ Ability to work under pressure | ✓ Lead Generation |
| ✓ Leadership Coaching | ✓ Talent Development |

EXPERIENCE

Membership Advisor, Equinox, New York, NY | February 2022-Present

- Anticipated over 637 potential members' needs and provided them high quality service while upholding brand standards and values to ensure customer satisfaction.
- Proactively unlocked over 457 memberships by answering questions, providing merchandise expertise, overcoming any discrepancies, and handling payments.
- Actively stay informed about the latest sales offerings and loyalty programs.
- Meticulously handled POS system transactions include credit, cash, returns, and refunds to ensure seamless and accurate cash flows.

Mail Clerk, Pricewaterhouse Cooper, New York, NY | March 2019 - February 2022

- Receive, process, and occasionally deliver packages throughout the building.
- Greeting guests at the front desk, answering any questions surrounding job related topics.
- Interact and maintain steady relationships with customers daily and answer questions surrounding shipping, incoming, and delivered packages, as well as outgoing mail/packages.
- Collect and store data on sales numbers, market research, logistics, or other behaviors.
- Answer phone and emails and assist clients as needed.

Freight Elevator Operator, ABM Janitorial Services, New York, NY | July 2018 – October 2018

- Cleaned and maintained floors (sweeping, mopping and vacuuming) at various commercial buildings.
- Cleaned the outside of the building facility.
- Operated freight elevator transporting building supplies to commercial floors.

Mailroom Clerk – Tiffany & Co. , New York, NY | January 2015 – March 2018

- Processed high priority Federal Express and UPS packages and ensured the mail room was fully stocked and organized.
- Coordinated and delivered mail and packages to executives.
- Provided printing services and created books for executive meetings.
- Create domestic and international labels for outgoing packages.

Education

Associate of Education, Borough of Manhattan Community College, New York, NY

High School Diploma, Millennium High School, New York, NY