

# MICHAEL GARCIA

## Adaptable Learning and Development Specialist

📞 1 (714) 581 0664 @ garciamichael2004@gmail.com

🔗 [https://www.linkedin.com/in/michael-garcia-08b2a8208/?trk=opento\\_sprofile\\_details](https://www.linkedin.com/in/michael-garcia-08b2a8208/?trk=opento_sprofile_details)

📍 Santa Ana / Fountain Valley, California



## EXPERIENCE

### Learning Specialist

07/2022 - Present

#### Collectors

Santa Ana, California,  
United States

Collectors is a leading authentication company in the collectibles industry, specializing in authentication, grading, and secure storage of trading cards, sports memorabilia, coins, and more. Collectors offers expert evaluations using state-of-the-art technology, ensuring accuracy and integrity.

- **Safety and Incident Reporting:** Revamped incident reporting and implemented workplace violence prevention training.
- **Operations Training:** Trained in assembly line work, receiving, public speaking, and data entry.
- **Event and Training Facilitation:** Led training on hosting meetings, public speaking, Salesforce, Dialpad, and organized all-hands OKR meetings.
- **Onboarding Improvement:** Streamlined the onboarding process, documented procedures, and assisted establishing SLAs across various departments.
- **Marketing Support:** Assisted in creating a Discord proposal for the CEO and Director of Marketing.
- **Vendor Management:** Sourced a Japanese translation vendor until an in-house translator was hired.
- **Training Modules:** Created outlines, storyboards, filmed, and edited training clips.

### Sales Associate

02/2022 - 07/2022

#### Men's Wearhouse

Santa Ana, California,  
United States

Men's Wearhouse is a leading retailer specializing in men's apparel, including suits, dress shirts, casual wear, and accessories. Renowned for quality products and exceptional customer service, it offers personalized shopping experiences with expert tailoring and wardrobe consulting. With locations nationwide, it is a trusted destination for men's fashion.

- **Customer Service:** Actively listened to understand customer needs and preferences.
- **Sales:** Built strong relationships and closed sales effectively.
- **CRM Management:** Managed customer relationship management systems for accurate and timely data entry.
- **Product Knowledge:** Maintained extensive product knowledge to offer tailored recommendations.
- **Conflict Resolution:** Handled customer issues and resolved conflicts efficiently.
- **Operational Support:** Supported store operations with strong time management and problem-solving skills.

### Retail Associate

04/2021 - 02/2022

#### WSS / Eurostar, Inc.

Santa Ana, California,  
United States

Warehouse Shoe Sale (WSS) / Eurostar, Inc. is a retail chain specializing in affordable, brand-name footwear and apparel. Known for its extensive selection and customer-focused service, WSS offers quality products for men, women, and children.

- **Stock Management:** Managed inventory by restocking shelves and organizing shoe displays.
- **Customer Service:** Assisted customers in finding the right footwear and providing personalized recommendations.
- **Online Order Fulfillment:** Processed and fulfilled online orders efficiently and accurately.
- **Sales:** Engaged customers to drive sales and meet store targets.
- **Store Maintenance:** Ensured the store was clean, organized, and visually appealing.
- **Product Knowledge:** Kept up-to-date with product information and promotions to assist customers effectively.

## SUMMARY

As a dedicated Learning Specialist at Collectors, I've spent over two years developing and delivering training programs that significantly enhance employee performance and engagement. Based in Santa Ana, California, I focus on creating a safe and productive workplace through effective onboarding, continuous improvement initiatives, and collaboration across teams. My expertise covers e-learning consulting, communication, project management, and technical writing. I am adept at using tools like Microsoft Office, Google Workspace, and monday.com to streamline processes and improve efficiency. Being proficient in both English and Spanish enables me to connect with a diverse workforce.

Before my current role, I gained valuable experience in sales and customer service at Men's Wearhouse, where I was recognized as an exceptional salesman. This experience helped me develop strong skills in active listening, relationship building, and closing deals. My background in retail and food service has provided me with a solid foundation in customer relations, problem-solving, and thriving in high-pressure environments.

I am passionate about coaching and employee development, and I strive to foster a culture of continuous learning and improvement. With certifications like OSHA 30-Hour, I bring a comprehensive understanding of workplace safety and regulatory compliance.

My goal is to leverage my skills and experience to contribute to the growth and success of my organization. As well as learn new skills and become a valuable addition to my team and employer.

## MY LIFE PHILOSOPHY

"The only way to deal with this life meaningfully is to find one's passion and put everything into it."

— Marcus Aurelius

## EXPERIENCE

### Fast Food Team Member

McDonald's

07/2020 - 02/2021

Santa Ana, California,  
United States

McDonald's is a renowned global fast-food chain famous for its iconic menu. It provides fast service, reliable quality, and a welcoming atmosphere for families. Dedicated to customer satisfaction, McDonald's regularly introduces new menu items and updates its dining experiences to reach customer satisfaction.

- **Food Preparation:** Prepared and cooked menu items according to company standards.
- **Customer Service:** Assisted customers with their orders, ensuring a positive dining experience.
- **Sanitation:** Maintained cleanliness and sanitation of the kitchen and dining areas.
- **Cashiering:** Processed customer transactions accurately and efficiently.
- **Order Fulfillment:** Assembled and packaged orders quickly and correctly.
- **Quality Assurance:** Ensured all food items met quality and safety standards.

### Dining Room Busser

Fantastic Cafe

02/2020 - 04/2020

Santa Ana, California,  
United States

Fantastic Cafe, a local favorite in Santa Ana, was known for its diverse menu of hearty breakfast and lunch options. The cafe was known for its welcoming atmosphere and friendly service, offering classic breakfast dishes, sandwiches, and salads. Unfortunately, the Santa Ana location closed due to the COVID-19 pandemic.

- **Cleaning:** Efficiently cleared and cleaned tables, ensuring a tidy dining area.
- **Dishwashing:** Handled the washing, sanitizing, and organizing of dishes, utensils, and kitchen equipment.
- **Support:** Assisted kitchen staff by maintaining a clean and organized workspace.
- **Customer Service:** Provided friendly and prompt support to enhance the overall dining experience.
- **Stock Management:** Replenished supplies and managed inventory as needed.

## EDUCATION

### General Education and Computer Science

Orange Coast College

01/2024 - 12/2026

### University of California, Irvine

Coding Bootcamp

09/2024 - 07/2025

## TRAINING / COURSES

OSHA 30-Hour Training

American Red Cross CPR and  
AED Certified

The Talent Authority  
Superior Customer Service

## KEY ACHIEVEMENTS

### Streamlined and Documented the Onboarding Process at Collectors

This initiative improved the efficiency and consistency of onboarding, contributing to higher employee satisfaction and reduced time-to-productivity for new hires. It demonstrates my ability to enhance organizational processes and collaborate effectively across teams.

### Significant Contributor to the Collectors Safety Program

My contribution helped improve workplace safety and compliance, fostering a safer work environment. This achievement highlights my commitment to employee well-being and my ability to drive meaningful improvements in company programs.

### Enrolled in the UCI Coding Bootcamp

This achievement signifies my dedication to expanding my skill set and pursuing new challenges. It demonstrates my commitment to personal growth and readiness to advance into the programming field.

### Top Sales Performer at Men's Wearhouse

This accomplishment reflects my strong sales abilities, including relationship building and closing deals. It underscores my capability to drive revenue and exceed performance targets in a competitive environment.

### Built Strong Professional Relationships Across My Career

This reflects my strong interpersonal skills and ability to work well with others. Building a network of supportive colleagues and friends showcases my collaborative nature and positive impact on team dynamics.

## GOALS




**Pursue Leadership Positions**

Aim for leadership roles, such as Head of Learning and Development or tech-focused leadership positions, to guide teams and influence strategic decisions.



**Gain Experience in Tech Project Management**

Seek opportunities to manage tech projects, either within your current role or through side projects, to build experience in leading technical initiatives.



**Transition to a Programming Role**

Develop technical skills in programming through education, self-study, or certification to move into a programming position.



**Mentor in Programming and Leadership**

Guide and mentor others in programming and leadership, sharing knowledge and helping to develop future leaders and tech professionals.

## REFERENCES

Availabe Upon Request

## SKILLS

Instructional Design · Needs Assessment ·  
Training Delivery · Project Management ·  
Business Optimization · Data Analysis ·  
Technical Proficiency

## LANGUAGES

English	Advanced
Spanish	Proficient