

# Robert Almendares

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## RELEVANT SKILLS

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Microsoft Excel  
Microsoft PowerPoint  
DocuSign Admin

HTML / CSS (Intermediate)  
Python (Intermediate)  
Java (Intermediate)  
Javascript (Intermediate)

PC/Mac Troubleshooting  
Dreamweaver  
Word Press

## EXPERIENCE

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### Lead Barista/Trainer

November 2019 – Present

*Andytown*, San Francisco, CA

- Taste-test coffees and introduce new beans to the team so they can help educate customers to properly sell the variety of beans
- Train new hires on opening and closing procedures for the cafe
- Pay out employee's tips—both cash and credit
- Attend to customers, providing excellent drinks, assistance, and service with a smile
- Collaborate with team to maintain the standard of our cafe

### Documentation Management/Order Management

February 2016 – October 2018

*Salesforce*, San Francisco, CA

- Turned on different Salesforce Services to be available for customers and processing the orders placed by Account Executives
- Calculated and paid out the appropriate commissions to the Account Executives
- Designed and led "Paper Invoice Opt Out" program to reduce Salesforce's carbon footprint, contacting 3,000 clients via email blasts and follow-up, addressing all client inquiries regarding program, and tracking responses in Excel, leading to 83% conversion rate and radically reducing paper invoices
- Routed and archived legal agreements between Salesforce and its clients using DocuSign, ensuring correct internal parties signed and executed proposals and all agreements were physically and electronically archived, successfully resolving 600 document requests through ticketing system
- Answered tickets in queue and resolved dozens of daily requests for documentation to support Sales team

### Retail Associate

June 2015 – January 2016

*Peet's Coffee & Tea*, San Francisco, CA

- Provided 100% of customers with great customer service in accordance with Peet's company standards
- Served hand-made, customized coffee drinks according to customer specifications

### Data Entry and Photography Intern

July 2014 – March 2015

*Kidder Matthews Commercial Real Estate*, San Francisco, CA

- Build internal real estate database (as replacement for Costar database) by shooting/editing photographs and inputting building information of 1,000+ properties across the Bay Area
- Used Photoshop to enhance and highlight property aspects for customer-facing marketing materials
- Assisted realtors with property showings by creating one-pagers detailing property information

## EDUCATION

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### Year Up / Foothill College, San Francisco, CA

*Year Up is a leading technical training and career development program with 250 corporate partners, graduating 1,500 students annually across ten cities.*

**Clark University**, San Francisco, CA