

# Erick Sanchez

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## PROFILE

Along the way I'd love to explore other opportunities; enjoy working, learn new skills, increase my work-ethnic, or see the world on a different side of the planet. Taking on new or familiar challenges is what I thrive on most, because the feeling in the end is the best when I succeed or when I fail learning how to flip it around. The best feeling is collaboration and trust especially in a work-world of hierarchy.

I've loved computers from the day I saw my dad bring one home when I was 6 years old. I've learned how to work with many programs; Microsoft Word, Microsoft Excel, Microsoft PowerPoint, data based programs, as well as how to develop one too! If I'm not familiar with a program, I am a very fast learner! I work with both PC's and Mac's. I've worked with Pages, Numbers, Keynote, Xcode, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Final Cut Pro X, OmniGraffle Professional, and Motion 5 as well as graphic design programs like Sketch<sup>3</sup>. I know computers from the appearance down to what's inside. Computers and mobile devices are my favorite things to experiment with and see what can they do to help better myself in productivity.

## EXPERIENCE

### Walmart—Customer Service Manager

2014(LATE) - 2016(LATE)

After my promotion to a *store-wide* supervisor, I happily grew engaged and passionate about my work. As I mention to everyone *above me*, "It is part of my jurisdiction." I work in favor of my cashiers, sales associates, and fellow peers, to make their jobs easier and more delightful while on the job. I do not just deliver change to a register. I make sure the register works; all complaint documents are present; identify any pieces of the front-end, sales floor, or backroom where improvement can be done all while being dependent of by twenty to thirty-five associates to answer training questions, fill in breaks and upkeep coverage in customer service areas, expand in knowledge of new associates, fulfill audits, and follow up on customer complaints throughout the entire store. This does not include any and all requests to aid customers passed down to me by management being; if a customer requests to speak to a store manager, 9 out of 10 times a customer service manager is enough to meet the customer's request and no member of salary is required. The other 10% can be situations that include corporate visitors.

### Kmart Corporate—Jewelry Merchant

2013(MID) - 2014(LATE)

Moving forward from cashiering to a jewelry merchant, including then side work for service desk and sales floor, has made me very knowledgeable about store operations. I was never in the same place on any given day. Aside from completing my daily routines, many cashiers, sales floor associates, leads, and members of management count on me to take on, and complete, new projects and leadership roles. This included training new cashiers and sale floor associates to properly use the equipment.

### APG Mobile Apps—Mobile Developer

2010(LATE) - NOW

Planning and designing complete applications has always been my favorite part, other than seeing the progress. I designed and developed one iPhone application for a client, that is currently submitted in the Apple AppStore; [KSE](#) and KSE - Lite. I've created graphics as well as designing the code that ties the interface. I've tackled many algorithms to better my code and followed convention. I've created a coding style from other people's work and made my own ways of approaching a problem.

## EDUCATION

- El Molino High School, Forestville, CA
- Santa Rosa Junior College, Santa Rosa, CA

## SKILLS

Bilingual; English and Spanish • computer software and hardware • programmer • movie making/editing/directing/script writing • iOS developer • store operations and handling • supervision and/or management