

Eduardo Campos-Sanchez

Studying Software Development

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Detail oriented with 3+ years of customer service experience and a background in sales.

Communicative, self starter, adaptable, disciplined on maintaining the highest standard and integrity. Often referred by individuals on assisting with technical issues whether in the workplace environment or daily personal use. Dedicated to bring my background experience and merge it with IT, Software Development, and Engineering skills. Motivated in learning HTML, CSS, JS, and Python with assistance of school and bootcamps.

Authorized to work in the US for any employer

Work Experience

Associate Banker

Chase - Chicago, IL

May 2022 to July 2022

Contributed to meeting branch business results and the customer experience.

Took the initiative to find creative approaches that make each customer's experience feel personal

Maintained current knowledge of personal banking products, practices, and trends

Reviewed customer profiles and engaged customers in a needs-based conversation to identify potential opportunities

Addressed potential credit/debit card needs

Assisted clients with questions regarding their financial needs

Used a company-provided internal system to assist clients.

Prevent fraud and malpractice to create the highest ethical environment

Met customer transaction-based needs with seamless execution

Key Holder/Sales Associate

Ashley Furniture HomeStore - Chicago, IL

June 2021 to September 2021

Assisted in disposing store waste

Assisted with customer issues in a timely and comforting manner

Assisted with associate overrides whenever needed

Assisted with polishing the company store

Assisted contacting guest for colleagues as well as following up

Able to stand in prolonged periods

Exceptional Customer Service

Assisted colleagues with sales and split sales

Able to work for long hours

Reviewed emails for proper and professional format

Motivated the team to provide overall better store statistics

Team player
Being comfortable leading and providing leadership
Obtained a 10% increase in sales each month

Fulfillment Expert

Target - Chicago, IL
September 2020 to May 2021

Be courteous at all times
Be efficient and precise
Adapted and provided excellent customer service
Personally chose to acquire knowledge on the company store to provide better customer service
In learning the store I provided a 20-40% increase in productivity
Learned department in less than a month/ Quick learner
Assisted colleagues and was a team player

Crew Member

McDonald's - Chicago, IL
June 2019 to May 2020

Be courteous to customers at all times
Provide precise and efficient service
Earned up to \$30 from recognition
Guest demanded to provide myself tips due to my exceptional service
Worked well under pressure in a fast paced environment

Education

BC in Software Development

City Colleges of Chicago-Harold Washington College - Chicago, IL
January 2022 to Present

BC in Software Development

City Colleges of Chicago-Wilbur Wright College - Chicago, IL
January 2022 to Present

High school diploma in Business and Finance

Aspira Business and Finance High School - Chicago, IL
August 2016 to June 2020

Skills

- Sales
- Leadership
- Customer service
- HTML5
- CSS
- Python

Languages

- English - Fluent
- Spanish - Fluent

Links

<https://www.linkedin.com/in/eddy10/>

Assessments

Sales skills — Proficient

May 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

May 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Real estate — Expert

May 2021

Matching listings with specifications

Full results: [Expert](#)

Verbal communication — Proficient

May 2021

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.