

Uber Partner Driver Uber Partner Driver Cedar Park, TX Work Experience Uber Partner Driver Uber
Advanced Technologies Group - Austin, TX August 2018 to Present Delivery Expert Gatti's Pizza -
Cedar Park, TX March 2016 to August 2018 Ensured the timely delivery of upwards of 30 individual
orders per shift by running to and from my vehicle, with an average out/in time of less than 13
minutes Maintained a 5-star Customer Satisfaction Rating for the duration of my employment by
diligently double-checking outgoing orders and immediately addressing any arising customer
concerns. Responsible for cash in excess of \$300 per shift, faithfully reported tips and never
caused a single cash shortage. Digital Media Content Developer Alex Cosmas Design, Inc and
Freelance - Austin, TX June 2011 to June 2014 Produced engaging, fact-filled marketing materials
for a variety of specialty industries Quickly and diligently responded to client feedback
regarding ongoing web development, and branding efforts resulting in increased customer
awareness Educated self, coworkers and clientele about industry-specific Key Selling Points and
Search Engine Optimization based upon independent research via telecommute and web
conference Develops key content initiatives for ongoing rebranding efforts for multiple
companies. Portfolio available upon request. Horologist/Asst. Manager Precision Time Co. - Cedar
Park, TX June 2012 to September 2012 Oversaw daily store operations alone, including opening
and closing procedures. Transported cash deposit to bank daily in personal vehicle.
Personally responsible for the time-sensitive intake and repair of upwards of 50 customer watches
per shift, including luxury and heirloom timepieces. Repair work done with fine tools requiring a keen
eye for detail. Assisted customers with product knowledge and purchase, including overseeing
POS operations. Trained new hires in store policy and procedure including watch repair,
inventory control, and front- end interactions. Maintained highest Protection Agreement
attachment rate on repairs in store, 2nd highest in district. Optimized the store's previously
mismanaged inventory system. Prior to my intervention, 250+ units of merchandise were
unaccounted for. Implementing my system, employees were able to more easily locate and
advocate specific products, and more than \$1000 of misplaced store property was recovered.
Electronics Sales Associate Sears Holdings Corporation - Cedar Park, TX February 2011 to June

2011 Utilized strong interpersonal and communication skills to advocate merchandise to customers

Responsible for in-store assembly and maintenance of tens of thousands of dollars of merchandise Educated self and other employees on product information pertinent to the customer

Received commissioned pay based upon sales volume of electronics merchandise, extended service plans, and credit and financing options Capitalized on relationships built during time as a Cashier, using my knowledge of company credit products to advocate merchandise to familiar customers Once convinced a man who came in for a vacuum to leave with \$10,000 T.V. complete with home theater package-- It's quite the story.

Front End Cashier Sears Holdings Corporation - Cedar Park, TX August 2010 to February 2011 Processed purchases, returns, enrollment in rewards programs, CC payments and other customer needs at multiple POS Systems.

Trusted to deliver till proceeds at end of day to cash office unsupervised, regularly upwards of \$500 in cash. Educated customers on the types of credit available through the company & sold multiple credit products at POS during each shift.

Worked closely with Loss Prevention to identify and prevent shrink and theft, internal and external. Reliably resolved customer concerns without the need for escalation.

Consistently lead the front end team in credit accounts opened, regularly exceeding weekly goals by 250%. Unfailingly exceeded company standards for customer service, maintaining an excellent customer interaction score

Promoted to commissioned sales position due to superior performance selling credit products Education BA in English, Communications St. John's University Presidential Scholar - New York, NY 2011 to 2014 Awards St.

John's University Award for Excellence in Creative Writing 2013-05 St. John's University Award for Excellence in Speech and Rhetoric 2014-05

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