

Jonathan Zagal

Best Buy Home Strategic Operations Specialist

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Authorized to work in the US for any employer

Work Experience

Operations Specialist

Best Buy - Richfield, MN

May 2019 to Present

- Communication – Delivers a superior customer experience through communicating with the client and In-Home Design Manager to schedule appointments and contact customers as needed.
- Ensure customer is receiving support through the most appropriate Best Buy channel to ensure a timely solution. (In-Home Consultation, Geek Squad, Best Buy Direct)

Best Buy Sales Consultant

Best Buy - Richfield, MN

October 2018 to May 2019

- Provide personalized service and exceptional expertise for customers.
- Handle all aspects of the sale including: customer contracts and warranties, customer payments, cash and credit card/check transactions.
- Develop, maintain and communicate strong, up-to-date knowledge of wireless products, accessories, pricing plans and service features.

Technical support / Customer service

MetroPCS Call Center - Mexicali, MX

June 2016 to December 2016

- Mexicali (Mexico)
- Answer phone calls in a fast-paced environment
- Help the customers with their inquiries
- Assist customers with troubleshooting
- Receive payments through the phone
- Give the customers information about new products
- Provide an excellent customer service

Kitchen Manager

Chipotle Mexican Grill - Maple Grove, MN

December 2015 to August 2016

55369

- Correctly calculated inventory and ordered appropriate supplies.
- Purchased adequate quantities of necessary restaurant items, including food, beverages, equipment, and supplies.
- Trained kitchen staff on the proper use of equipment, food handling, and portion sizing.
- Investigated and resolved customer inquiries and complaints in an empathetic manner.
- Assumed ownership over team productivity and managed workflow to meet or exceed quality service goals.

Education

Some college

Skills

- INVENTORY (Less than 1 year)
- CUSTOMER SERVICE (2 years)
- RETAIL SALES (1 year)
- Cashier (2 years)
- JavaScript (Less than 1 year)
- Java (2 years)
- c++ (2 years)
- CSS (Less than 1 year)
- Git
- MySQL
- GitHub
- APIs
- C/C++

Languages

- Spanish - Expert

Links

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Certifications and Licenses

Full Stack Web Development Certificate (Coding Boot Camp)

December 2021 to Present