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-----**WORK EXPERIENCE**-----

J&Y Repairs & Maintenance Inc.
Miami, FL US

11/2012 – PRESENT

Salary: 39,000 per Year
Hours per week: 40

Service Manager

- Build and develop a market for service work.
- Supervise and control work load of service technicians.
- Schedules service work according to priority and maintains an orderly flow of work.
- Advises customers of necessary repair service including estimates of cost; also makes recommendations to customers for preventative maintenance.
- Supervises the training of service technicians with in-house training programs.
- Responsible for the safety of service technicians and maintaining a safe working environment in the shop area and reporting all accidents to Human Resources immediately.
- Orders and maintains adequate supplies and parts for service department Inventory.
- Prepares personal/vac/sick reports for Service Department personnel.
- Works in co-ordination with Parts, Office, Sales and Management.
- Reviews all service technicians' time clock reports and submits them to Human Resources in a timely manner.

RAC Acceptance
Miami, FL US

01/2012 – 11/2012
Salary: 38,500 per Year
Hours per week: 50+

Sales Manager

- Create, manage and execute plans to increase sales and conversion percentages.
- Train, motivate and evaluate coworkers.
- Organize daily activities, including coworker schedules.
- Set specific goals for store performance, customer satisfaction, and co-worker's development.
- Gauge store performance by monitoring weekly, monthly and quarterly performance and financial reports.
- Offer enthusiastic and knowledgeable sales guidance to customers who have been properly referred to the partnership store.

GameStop Corporation
Miami, FL US

03/2010 – 01/2012
Salary: 31,000 per year
Hours per week: 45+

Store Manager

- Staff Management (Team of 6-10)
- Recruiting, hiring, and training store staff.
- Maximize store sales potential while meeting specific daily goals.
- Schedule staff and delegate tasks/duties.
- Conduct merchandise counts and responsible for over 150 thousand dollars' worth of inventory.
- Complete inventory audits for diverse stores in the assigned district.
- Receive and check shipments for discrepancies/shortages.
- Count, balance and reconcile daily business transaction totals.
- Store layout changes and store visualization arrangements based on sales, promotions or specials.

Alienware Corporation/DELL
Miami, FL US

03/2007 – 03/2010
Salary: 11.50 USD per Hour
Hours per week: 40

Computer Tech

- Revise inventory transfers as and control inventory location.
- Assemble, Diagnose, repair and integrate Computers.
- Customer Service and Sale supervision.
- Sole responsibility over a department.
- Quality control analyst.
- Team Lead of the eBay recertification project for Mobile systems.
- Inventory management and control for assigned areas.
- Domestic and international sales associate.
- Inventory counts and control of sales area.
- Layout arrangement of the store following company compliance and standards.

GameStop Corporation
Homestead, FL US

03/2006 - 09/2007
Salary: 13.00 USD per Hour
Hours per week: 40+

Assistant Store Manager

- Staff Management (Team of 6-10).
- Managed several store locations (Homestead and Fl. City).
- Recruiting, hiring, and training store staff.
- Maximize store sales potential.
- Schedule staff and delegate tasks/duties.
- Conduct merchandise counts/inventories.
- Receive and check shipments for discrepancies/shortages.
- Count, balance and reconcile daily business transaction totals.
- Store layout changes and store visualization arrangements based on sales, promotions or specials.

Microvell Inc.
Miami, FL US

02/2003 - 02/2006
Salary: 12.50 USD per Hour
Hours per week: 40

System Administrator

- Surveillance system specialist.
- Network and System Administrator.
- Provide hardware/software support to the corporate enterprise.
- Performs maintenance on PC Systems/Servers and peripherals.
- Build, prepare, and deploy internal PC systems.
- Researches solutions for daily IT issues.
- Web Design, Programming.
- Customer Service.

EDUCATION

- Rene O. Reine High School
Ciudad Havana, Havana Cuba
- Miami Dade College
Miami, FL US

LANGUAGES

- English
 - Spoken: Advanced Written: Advanced Read: Advanced
- Spanish
 - Spoken: Advanced Written: Advanced Read: Advanced