

Alan J. Hernandez

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Key Areas Expertise

- Exceptional communication skills: written and oral
- Team development
- Organizational skills and time management
- Work well with multicultural groups
- Excellent public speaking skills
- Proficiency in the following coding languages, HTML, CSS, JavaScript, SQL, NoSQL, NodeJS, REACT, and MERN.
- Leadership development
- 10 + years experience in customer service
- Sales and marketing
- Native spanish speaking + thoroughly fluent in English; Experienced interpreter

Experience

Caliber Collision- Oakland, California

Office Manager 2017 - Present

Manage a diverse group of sales associates who work directly with customers. Manage appointments, calendars and referrals. Payroll processing, and managing accounts receivable as well as account payables. Understand car insurance policies. Provide support, training and help maintain a professional environment. Collect payment from multiple insurance companies. Collection and entry of customer data and extensive sales software knowledge. Able to read and understand repair estimates, processing repair orders for vehicle delivery, and closing repair orders. Expense reports processing, and posting invoices for payment.

Follicle Hair Salon - San Francisco, California

General Manager 2014-2017

In charge of the daily schedule of 12 stylists. Desk customer support and receptionist responsibilities were added to the role of maintaining a highly organized business. Provided a welcoming environment for customers that included clean work station and friendly greeting. In addition there was a sales associate component to the role of selling high end beauty products.

Beauty Supply Warehouse - San Francisco, California

Lead Sales Associate 2004-2014

Responsibilities as a Lead Sales Associate included greeting customers, operating cash registers, increasing in store sales, maintaining sales floor appearance and organization. Directing customers to merchandise as needed. Preparing merchandise for display which proved useful when assisting customers with purchase decisions.

Education

University of Utah

2022 Full Stack Web Developer Certificate

Merritt College

Pursuing A.S. In Nursing, completed 46.5 units

High School Equivalency, 2015