

ALEJANDRO M SANCHEZ
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Summary

Seven years of experience in customer service and community involvement. Excellent communication and leadership skills. Fluent in both English and Spanish languages.

Skills

Proficient in Microsoft Office programs
Excellent Communication
Able to communicate effectively in English and Spanish
Experience in Customer Service
Management Abilities
Outstanding Organizational & Leadership Skills

Education

Bachelor of Applied Technology in Computer Information Technology (In progress)
South Texas College, McAllen, Texas

High School Diploma, May 2012
Sharyland High School, Mission, Texas

Professional Experience

February 2020 – May 2020
Arrive Logistics
Broker Coverage Specialist

July 2018 – December 2019
USDA, McAllen, Texas
Temporary Position: Technician
Communicate with other technicians to accomplish daily tasks. Drive designated route each day of the week. Maintain and inspect government property set throughout daily routes. Replace ribbon that marks specific location of traps. Document findings after each inspection.

February 2011 – July 2019 (seasonal)
Sharyland Plantation, Mission, Texas
Position: Pool Monitor/Assistant Manager
Overall management of pool operations. Manage team of pool monitors. Supervise and evaluate safety concerns for all pool activities. Collect revenues and membership fees. Coordinate and organize community events. Routinely maintain awareness of all emergency procedures, equipment, and supplies. Daily facilities inspections to ensure OSHA standards are maintained.

January 2017 – May 2017
Pet Doctor 911, McAllen, Texas
Position: Veterinarian Room/Treatment Technician

Constant communication to convey information effectively with clients and colleagues. Administer medication and treatment of hospitalized pets. Typing out and updating detailed notes daily. Ensuring pet owners are satisfied by providing the best care for the patient.

May 2016 – January 2017

Teleperformance, Edinburg, Texas

Position: Xbox Customer Support Agent

Obtain client information by answering telephone calls. Interviewing of clients. Verifying information and determining eligibility by comparing client information to requirements. Establish policies by entering client information. Analyzing situations and information provided to choose the best solution. Negotiation and conflict resolution by handling complaints and settling disputes. Ensuring customer's perceived effort is as low as possible.

November 2015 – February 2016

Buck's Pizza, McAllen & Mission, Texas

Position: Delivery/Cook

Produced quality meals. Effective time management when delivering orders. Sanitize facilities and utensils. Memorized orders and recipes to provide customer satisfaction.

October 2012/October 2016 – March 2016 (seasonal)

South Texas College, McAllen, Texas

Position: Note Taker

Writing/typing class notes for students with disabilities. Proficient use of listening and communication skills. Multitasking with listening and writing/typing. Having to type and use programs such as Microsoft Word. Occasionally writing duplicate notes for several students.

February 2014 – November 2014

Petco, Mission, Texas

Position: Store Associate/Stocker

Retail store activities including unloading product in trucks, sorting products in back room, stocking products on shelves, ensuring aisles are neat and area is clean, engaging vendors and drivers with positive attitude, greeting customers and answering questions.