

Denis Robert Roco Salvino

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Career Summary:

Worker with three years of customer service experience in variety of fields including food service, automobile, valet, retail and sales. Strength in independent work and in groups to achieve objectives given by advisors.

Career Skills

- Research and Critical Thinking
- Learning and new skill development
- Knowledge in Microsoft Office applications
- Excellent at customer service and sales
- Leadership and management training
- Great with hands and tools
- Excellent memory and attention to detail
- Proactive problem solver
- Ability to handle confidential or sensitive material
- Data collection
- Excellent PC, mobile and computing skills

Experience:

Transportation Worker

United Airlines Catering | Houston, TX | January 2020 – October 2020

- Prepared, delivered, and catered flights in an efficient and timely manner.
- Served customers with United Airlines CORE4 shared values.
- Completed United Airlines Safety certification, and quarterly training.
- Practiced proper protocol for COVID-19.
- Serve as a United Airlines role model during contact with customers.

Porter, Concierge

Direct Transportation Solutions | The Woodlands, TX | January 2019 – June 2019

- Contract with Bayway Cadillac of the Woodlands.
- Created safe work environments in technicians' areas.
- Washed, cleaned, and presented customer vehicles after new vehicle sale or service.
- Provided positive customer experiences based on dealership standards.
- Made first-name-basis relations with customers during interactions and experiences.

Sales Associate

Bayway Cadillac of the Woodlands | The Woodlands, TX | January 2019 - June 2019

- Built and maintained customer loyalty.
- Provided exemplary customer service and rapport.
- Went above and beyond company standards by following up on customers and providing resources to them in the case they need vehicle assistance.
- Met monthly quota for customer satisfaction surveys.

Shift leader, Line server

U'maki Sushi Burrito | Houston, TX | April 2017 – January 2019

- Input and carried out customer transactions, refunds, and gift cards with point of sale system.
- Helped Coordinate monthly employee meetings, providing a place to discuss customer complaints, trainees, and business goals.
- Responsible for closing point of sale system and providing an accurate count of revenue at the end of the shift.
- Maintained Customer satisfaction and in-store experience.

Worker

Springcreek Barbeque | Tomball, TX | August 2016 – April 2017

- Completed Food Handlers certification.
- Provided a helping hand to opening shift; duties included preparing both hot and cold dishes, rotating stock, and opening duties.
- Consistently provided strong, positive service to customers during open hours.
- Adhered to company standards, disciplines, and exceeded sales expectations.

Education:

- Technical Support – Information Technology certificate, *Google*, 2020
- University of Houston, undergraduate, *in progress*, 2019
- Lonestar Community college, undergraduate, 2016 – 2018
- Tomball Memorial Highschool, Highschool Diploma, Tomball, TX, 2014 - 2017