

erik morales

✉ morales.erik1@gmail.com ☎ 331.625.0923 in erik-morales 🌐 emorale112

+ about me

Having worked in the sales and customer service in the retail channel, my 12 years of experience will help me bring out the human side of coding. As a web developer I can blend the human with the technical and logical side of computers to create and maintain web applications that are memorable.

+ employment

Liberty Mutual Insurance

Property Claims Resolution Specialist II
Sep 2015 to Jul 2016

- Nationally licensed property claims adjuster
- Speak with customers via phone to review/recommend repairs to damaged property, facilitate the replacement of destroyed personal property and when necessary, help customers find alternate living quarters until they can return home
- Using the latest technology, prepare computer diagrams of damaged areas, write estimates for repairs and issue payments

Verizon Wireless

Solutions Specialist
Feb 2011 to Aug 2015

- Selected to be a team member to open and work for the company flagship store on the Magnificent Mile
- Participated and contributed in a new training program for a large volume location
- Chosen to be one of 13 to officially open new flagship store to the public
- 2012 Winner's Circle attendee – Top Ten percent in sales for the region
- Exceeded sales goals over by at least 20% on a monthly basis
- Train, supervise and support other representatives due to leadership abilities
- Creating a high level of satisfaction with customer sales and customer service
- Maintained a streak of over a year without a negative rating by customers that I had serviced

AT&T

Retail Store Manager
Apr 2004 to Jan 2011

- Exceeded sales quotas of activations, features, accessories and wired sales on a consistent basis
- Maintained a 90-100% satisfaction level in customer service ratings
- High level of product knowledge in both current technology and newly released technology
- Continued building a customer base via referrals gained through outside recruitment efforts
- Chosen by Director to be one of 13 employees nationwide to help launch an advanced selling course
- Trained by upper management in the skills and techniques associated with a management position
- Consistently selected to work outside sales events with other store managers, becoming a vital member of these public promotions
- Increased overall store sales ranking 15 positions to number four region wide during first month as assistant manager
- Promoted to acting store manager, then to store manager in less than one year
- Learned and practiced coaching and developing sales representatives
- Recruited, interviewed and hired staff for multiple sales locations
- Managed as many as 14 employees in a high volume store that consistently had sales over 900 units monthly
- Increased staff from six to 14 employees and raised sales figures from 400 to 900 units within two years
- Managed front and back office operations including assisting as a mentor to other store locations within the market and district
- Trained, coached and developed employees; prepared them for management positions, which resulted in seven employee promotions

+ education

General Assembly

DePaul University

Computer Science

Information Systems

+ skills

WEB DEVELOPMENT

HTML

CSS

JavaScript

NodeJS

Python

Django

Mongoose

MongoDB

React

FireBase

jQuery

Bootstrap

PROFESSIONAL

Management

Customer Service