
EDGAR I. ROMERO

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PROFILE PROFESSIONAL

A highly experienced professional who has continued to showcase workplace excellence. A result-driven individual with exceptional customer service and problem-solving skills that allow for increased client satisfaction and overall company success. With extensive experience ensuring business operations are executed to the highest standard. Focused on exceeding company expectations and generating success for the business and the people I work for.

PROFESSIONAL EXPERIENCE

Fixed Operations Director

Palm Springs Nissan

02/2021 – Present

Cathedral City, CA

- Monitor the performance of the department and develop and implement processes for improvements
- Establish and maintain professional relationships with customers to encourage customer retention
- Utilize computers and programs to optimize operations and ensure alignment with company goals
- Deliver service sales and handle customer questions and inquiries to facilitate an increase in sales
- Manage schedule to ensure smooth operations and workflow remains organized and productive
- Oversee training new employees in company procedures to guarantee proficiency in their areas
- Supervise department and provided feedback to improve efficiency and effectiveness

Senior Service Advisor

Palm Springs Nissan

07/2019 – 02/2021

Cathedral City, CA

- De-escalated situations involving dissatisfied customers and offered patient assistance and support
- Audited service and customer service to ensure the company's high standards and efficiency were maintained
- Developed and implemented effective solutions to various service problems
- Oversaw delivery of satisfactory answers to queries and concerns in a professional and efficient manner
- Maintained working knowledge of industry regulations and laws, ensuring the company's adherence to regulations

Service Manager

Hyundai of Yuma

03/2018 – 09/2018

Yuma, AZ

- Directed and delegated service tasks while monitoring the progress of projects ensuring the delivery of quality service
- Managed service team members to ensure the company's objectives and sales goals were met
- Identified team members and operations needs by utilizing leadership techniques and problem-solving methods
- Handled customer complaints or concerns quickly and professionally to maintain a high customer satisfaction rate
- Maximized sales and productivity through the efficient implementation of company programs.

Service Consultant/ Automotive Specialist Technician

Palm Springs Nissan

08/2010 – 02/2018

Cathedral City, CA

- Handled escalation of service issues internally and provided support for the resolution of complex service issues
- Proactively identified service issue trends and internal procedures that adversely affect customer satisfaction
- Performed routine maintenance and general mechanic work on vehicles and explained automotive repairs and issues
- Greeted customers, listen to their description of the service needed, and determined the type of service required.

Specialist & Family Room Specialist

Apple Store

01/2012 – 07/2013

Palm Desert, CA

- Shared information and provided service that continuously enhanced the customer experience
- Delivered exceptional customer service and understood the challenges of being new to technology
- Educated customers to improve their technical proficiency with various company products

A D D I T I O N A L E X P E R I E N C E

Service Technician & Porter

Acura Of The Desert

09/2009 – 08/2010

Cathedral City, CA

Valet

Riviera Resort and Spa

09/2008 – 09/2009

Palm Springs, CA

Tire Technician

Big O Tires

07/2007 – 06/2008

Cathedral City, CA

E D U C A T I O N

High School Diploma - Cathedral City High School

Coursera - Java, Python, and Swift.

S K I L L S

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|-------------------------|---------------------|--------------------|
| ○ Customer Service | ○ Problem-Solving | ○ Leadership |
| ○ Operations Management | ○ Organization | ○ Microsoft Office |
| ○ Mac/PC Programs | ○ Sales Development | ○ Tech Savvy |

L A N G U A G E S

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| ○ English | ○ Spanish |
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