



HAZAEEL GUERRERO

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PROFESSIONAL SUMMARY

Experienced professional with a strong background in retail management, inventory, and customer service, currently pursuing a degree in computer science with an expected completion in August 2024. I'm passionate about IT and committed to transitioning into a remote role that harnesses my diverse skill set, either in customer service or a junior IT position. Known for my ability to lead teams, optimize operations, and deliver exceptional customer experiences, I'm eager to bring my adaptable and self-motivated approach to contribute to a dynamic remote work environment while leveraging my growing technical expertise.

SKILLS

- Technical Support
- Time Management
- Quality Assurance
- Technical Troubleshooting
- Operations Management
- Adaptability
- Leadership
- Product and Service Knowledge
- Attention to Detail

EXPERIENCE

Stock Controller August 2022 - July 2023
Ikea | Baytown, Texas

- Optimized inventory levels and operational efficiency through advanced systems and data analytics.
- Streamlined inventory replenishment processes by analyzing data trends and forecasting demand, reducing stockouts and improving accuracy.
- Collaborated cross-functionally to resolve inventory-related issues, ensuring timely order fulfillment and exceptional customer service.
- Developed and maintained comprehensive documentation and SOPs for efficient knowledge transfer and transparency.
- Provided help desk support, troubleshooting inventory system inquiries, and ensuring smooth operations.

Emerging Store Manager April 2021 - August 2022
Walgreens | Baytown, TX

- Led and managed a diverse team of customer service associates and designated hitters, overseeing recruitment, hiring, performance management, and discipline.
- Monitored and analyzed customer service to provide coaching, training, and improvement plans, demonstrating your ability to use data for enhancing user experiences.
- Managed store operations, including scheduling, inventory control, and cash management, ensuring proper team member coverage.
- Independently analyzed financial and performance data to create action plans for achieving business deliverables.
- Regularly communicated with team members to ensure open communication and actively addressed their questions and concerns.

Solutions Specialist

December 2019 - September 2020

Verizon | Lake Forest, California

- Partnered with sales in educating, selling and training customers on products and services.
- Provided product and technical knowledge in support of pre-sales activities.
- Gave input to aid in development and negotiation of preferred information technology vendor contracts.
- Backed up data from data servers and created automated backup procedures.
- Observed and tracked daily performance of computer systems to achieve optimization.

Team Lead

April 2019 - September 2020

Walmart | Trabuco Canyon, California

- Elevated team performance with expert training and mentoring of new associates.
- Improved operational efficiency by working with senior management to implement and enhance policies and procedures.
- Kept team on-task and promoted collaboration by smoothly handling both internal and external complaints.
- Led a team of 22 employees in executing efficient inventory management strategies within Walmart's dynamic retail environment. Leveraged data-driven insights and technology tools to optimize stock levels, forecast demand, and streamline supply chains. Resulted in a 75% decrease in stockouts and increased customer satisfaction.

EDUCATION

Bachelor of Science (B.S.) - Computer Science

August 2024

Southern New Hampshire University

Programming Languages

- HTML
- Python
- Java
- SQL
- C++

Certification - Data Analytics

September 2023

Coursera

Google Data Analytics Certificate

Certification - Information Technology

November 2022

Coursera

Google IT Support Certificate