Israel Berlanga

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# Work Experience

## Branch Ambassador | Capital One | November 2018 – present | Houston, TX

* Reduce financial anxiety by helping to determine both personal and business financial needs
* Provide an extraordinary customer service experience from beginning to end
* Perform a variety of transactions while monitoring fraud mitigation and adhering to policies and procedures
* Serve client in a prompt and efficient manner while leaving a lasting impression

## Retail Sales consultant| at&t | February 2016 - September 2017| Waco, TX

* Exceeded sales goals over 100% each month
* Personalized each customer encounter
* Constantly led in rankings month in and month out
* Inspired co-workers to sell more by sharing my expertise and techniques with them
* **Served as Manager on Duty** 
  + Supervised sales floor in the absence of managers
  + Guided Sales Representatives in closing deals
  + Handled customer escalations

## Sales Support Representative | AT&T | June 2012 – January 2016| Waco, TX

* Planned, scheduled, supervised, and assisted planogram resets, store remodels, and POP/POS placement
* Assembled and organized appealing merchandise displays
* Oversaw and executed the appropriate placement of equipment
* Recorded shipment information and upkept stock room

## Training/awards

* AT&T North Waco Employee of the Month (January 2017)
* Apple Master’s Program (2016)
* Driving Metrics through Merchandising, Inventory, Cash and Audit training for AT&T (2015)
* AT&T Central Texas Leadership Program (2014)

## team leader | chick-fil-a | March 2006 – August 2011| Waco, TX

* Provided efficient customer satisfaction in routine and crisis situations
* Adapted and worked all stations from kitchen to register
* Trained and supervised employees, assuring they learned company’s core values and procedures

# Education

## University of Texas at Brownsville | December 2011 | Brownsville, TX

* Bachelor of Applied Technology in Computer Information Systems Technology
* Recipient of Truett Cathy Scholarship and Member of Mu Alpha Nu Fraternity

## Mclennan community college| December 2010 | Waco, TX

* Associate of Arts in Application Development

## Skills & Abilities

* Advanced proficiency in Spanish
* Spent 9 months abroad in Madrid, Spain (2017-2018)
* Ran EDP Rock ‘n’ Roll 10 Kilometer Race in Madrid, Spain (April 2018)