

Joseph Guajardo

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SUMMARY OF QUALIFICATIONS

- A highly skilled professional with over six years of experience in the managerial field
- Accustomed to a fast-paced environment where deadlines are a priority
- An eye for detail, the ability to provide excellent customer service
- Skilled in developing and maintaining effective working relationships
- Strong leadership skills; able to prioritize, delegate task, and make sound decisions quickly while maintaining a focus on the bottom line. Team player
- Exceptional listener and communicator who effectively conveys information verbally and in writing

HIGHLIGHTS

- Works well under pressure
- Excellent math skills
- Outstanding customer service skills
- Exceptional time management skills
- Superb training skills
- Mastery of sales techniques
- Point of sales system operations (POS)
- Inventory and purchasing experience
- Performance-driven
- Highly responsible and reliable
- Great with Word, Excel, and PowerPoint
- Enthusiastic, knowledge-hungry learner

WORK EXPERIENCE

01/06/2019-Present Revere Packaging, Sacramento CA

- **Customer Service Representative:** As a customer service representative, I'm responsible for processing daily order entry and sending order confirmations to the customer, maintaining order changes as they arise, and communicating via email or over the phone. I am also responsible for running daily, weekly, and monthly reports for the sales team and management per their request. Responsible for creating and updating new inventory items into the system. Communicating with customers on a daily and weekly basis to keep them informed regarding their orders.

07/11/2016-01/04/2019 U.S. Bank, Sacramento CA:

- **Personal Banker:** Build relationships with customers based on trust. Recommend financial solutions for each customer's unique goals and needs. Open accounts, responsible for originating and closing consumer loans, sell and cross-sell bank products, services, solve customer questions and concerns. Actively participated in marketing the U.S. Bank brand recognition.

12/18/2014-07/10/2016 Knighted Ventures, Rancho Cordova CA:

- **Banker:** Watch card games in a local California card room, including Blackjack, Baccarat, and Three-Card Poker. Managed fast-paced and high action tables by monitoring payouts, calculating game bonuses, and preserving the integrity of the game. Developed my skills and mastered game rules and regulations, to move to more complex gaming tables.

09/26/2011 – 12/15/2014 Game Stop, Citrus Heights CA:

- **Assistant Manager:** Assisted in leading a team of 6 in all aspects of their job responsibilities, including company policies, procedures, and guidelines. Conducted store inventory counts, stock/restock merchandise on shelves and fixtures, and move product from the stock room to the front of the store to ensure that all products in the store are represented, organized, and alphabetized on the sales floor. Merchandised gondola shelving and all store fixtures per company guidelines. Improved team to become a leading store in the district for outstanding customer service surveys. Assisted in improving an underperforming store, to become top 10th percentile in the company.

EDUCATION

2009 Graduate from Bella Vista High School

Completed 39 units of course work at American River College