

# JOEL MENDOZA

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## OBJECTIVE

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Seeking a challenging position where I can be a valuable asset to my coworkers and where my educational skills and knowledge are of valuable application.

## EDUCATION

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Northwestern University Evanston, IL

### **Currently Enrolled in a Certificate Course**

*Full Stack Web Development Course including the following technologies*

- HTML
- CSS
- Javascript
- NodeJS

Oakton Community College

Des Plaines, IL

### **Associates Degree in Liberal Arts**

*Took General Education Courses Including:*

- Art
- Calculus
- English
- History
- Physics

## PROFESSIONAL SKILLS

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- Does well in a group setting.
- Able to speak both Spanish and English.
- Very punctual.
- Proficient in Microsoft Word and Excel

## EXPERIENCE

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2017-Present Donlen Bannockburn, IL

*Reconditioning Coordinator/ Customer Service Representative*

- Manage the reconditioning process of retired fleet vehicles.
- Work with vendors and issue purchase orders and process invoices.
- Answer driver phone calls in a call center environment.
- Enter cases in order to follow up with customers on requirements to fulfill requests initiated by internal departments.
- Create new reports and generate recurring reporting in support of customer requests.
- Assist with the follow up with internal operational groups and drivers as instructed
- Escalate issues that impact service delivery.

2014-2017 Audi Morton Grove

Morton Grove, IL

*Used Car Service Advisor/Loaner Fleet Manager*

- Prepare used vehicles for retail sales. Making sure any maintenance work is completed, as well as address any safety concerns.
- Work with Reynolds and Reynolds to write up repair orders.
- Answer phone calls and address questions the customers may have.
- Make quotes for work that is to be performed on vehicle.
- Work with different shops to have any sublet work e.g. body work.
- Manage a fleet of over 50 loaner vehicles.
- Provide the best customer experience possible.

2013-2014 Best Western Des Plaines

Des Plaines, IL

*Shuttle Driver*

- Drive guests to and from O'Hare Airport.
- Assist with general housekeeping around the hotel.
- Keep up with maintenance and upkeep of shuttle vehicle.

2013-2014 AutoNation Honda O'Hare

Des Plaines, IL

*Porter Manager*

- Look over new and used cars to make sure they are clean for delivery.
- Make schedule, and interview for porter positions.
- Supervise porters and assign duties to them.
- Lock up dealership and set alarm.
- Deal with customers questions and concerns.

2010-2013 AutoNation Honda O'Hare

Des Plaines, IL

*Porter*

- Preparing cars for delivery to customers
- Responsible for cleaning new cars
- General work around dealership

2008–2012 Kmart Des Plaines, IL

*Sales Floor Associate/Backroom Associate*

- Maintenance assigned department.
- Helped finished projects including building shelves.
- Customer service.
- Locate and remove items necessary for sales floor
- Keep backroom organized and stocked
- Move pallets with jack and occasional forklift.