

JOSE RIVERA

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Loyal Service Leader with experience in retail management, supervision, and customer service. Excels at communicating with customers and employees to quickly address customer needs and overcome complex issues. Focused on continued growth of personal knowledge and professional expertise.

CORE COMPETENCIES

Customer Service | Inventory Management | Retail Sales | Department Management | Training | Scheduling
Performance Tracking | Forklift | Order Picker Forklift | Narrow Aisle Reach Truck
Spanish | Linux Based OS | Microsoft Suite

PROFESSIONAL EXPERIENCE

Lowes Companies, Inc. – San Francisco, CA

12/2016 – Present

Department Supervisor/Service Manager

9/2018 – Present

- Supervises 8 customer service associates
- Responsible for maintaining high standards as a department, scheduling staff efficiently, screening and interviewing candidates, and product ordering
- Accountable for increasing sales/reporting sales and credit programs
- Provides feedback and performance evaluations to associates
- Establishes and maintains relationships with vendors and professional customers/contractors

➤ Key Accomplishments:

- Ranked 4th and 7th place in Highest Sales Volume Outdoor Nursery and Inside Living Departments for the FY19

Head Cashier

12/2017 – 9/2018

- Responsible for ~15 Front End Customer Service Associates/Cashiers
- Ensured that the registers were open and that additional registers opened during peak times
- Responded to manager overrides and resolved issues customers may have at customer service returns or at check out

➤ Key Accomplishments:

- Achieved associate of The Month Award in May 2018

Cashier & Night Crew Associate

12/2016 – 12/2017

- Responsible for processing sales and returns, cleaning, and stocking drinks and snacks
- Unloaded merchandise from freight trucks and replenished shelves as a Night Crew Associate

TRAINING & CERTIFICATIONS

Department Supervisor Training – *Lowe's of Antioch #2508*

Computer Basics Certification