

Work Experience

Stanton Optical:

February 2020- Present

My journey in Stanton Optical has been excited. I was very thankful for the company to give me the opportunity to have a flexible schedule that allow me to keep going to school. It was hard for me having to find a job that would work with my schedule and still offering me full-time benefits.

I started in February of 2020; it was my first job in “healthcare” having to work with insurances and doctors was a little bit concerning at the beginning but eventually as I put my hands on the work it started to get easier. My coworkers help me to have an easier training and efficient. It was difficult at the beginning because of Covid I had to been lay off from the job I just started, and I didn’t know if I was going to be back but thankfully, I still had a job. I learned many things with Stanton. I know how Health, Vision and Dental insurance works, I have a better understanding of insurance. Working with doctors can be difficult but as soon as you gain their trust everything gets easier.

I was hired as a Manager in Training, my responsibilities were:

- Perform check-in for patients. Acquiring the patient’s info and send it to the doctor’s system. I had to check Insurance Verification and perform the Pre-Exam which consist of taking the patient eye pressure and taking retina photos.
- Assists patients and customers to choose eyewear that best fit their budget requirements as well as eye care needs.
- Help the Sales team. Make sure I was selling and meeting manager’s expectations.

I was excelling my manager’s expectations. I had a 95% customer service performance. I was selling around \$20,000 every month which accounted of 40% of the store sales. My good communication with my manager and our doctor gave me the opportunity to get promoted.

I became an Assistant Sales Manager; my responsibilities were as the ones shown above plus:

- Drive sales to exceed personal and store daily, weekly and monthly revenue goals while delivering outstanding customer service experience.
- Support Sales Manager duties frequently acting as Manager on duty to accomplish the following objectives:
 - Support training, coaching, and development of retail associates.
 - Analyze daily/weekly/monthly/quarterly reports to ensure all staff members are achieving desired goals.
 - Resolve customer issues and increase customer satisfaction.
 - Communicate and execute company’s standards and directives to staff.
 - Assume responsibility for other duties as developed.

I stayed in this position for almost 2 years. I ended up increasing my Personal Sales and I was doing \$30,000 a month accounting for 55% of the store sales at that time, with a 97% customer service performance.

Because of these achievements my manager gave me another promotion on 09/2022 which is the position I currently hold which it is the Sales Manager. I am now the right hand of my manager. My duties and responsibilities are as shown above plus:

- Building strong partnership with Clinical services.
- Communicates effectively and builds a strong partnership with the Support Center and Senior Management.
- Work with my Brand Manager with the store budget.
- Making schedules for my co-workers, making sure no extra hours are worked to ensure workers have a well work-life balance and if it's not needed.
- Order supply for the doctor and the store.

These are my responsibilities. I now as the month of July I am now with a 95% customer satisfaction performance. I am accounting for 60% of the store sales with sales of \$9,500 per week, \$38,000 per month.

Boost Mobile:

June 2019- February 2020

My experience with boost mobile was short and fast. I was just graduating from High School and needed a job fast. Boost Mobile was the first company that open their doors to me. At first, I apply because I was always wanted a job that I had to work with electronics unfortunately it wasn't much the case for it. I did have to fix phones and transfer personal data from customers old phones to new phones, but I was doing it because I knew how to do it, I was not supposed to do it, because mostly my job was to sell. I liked it at first but eventually it got repetitive, a very slow traffic that unfortunately I got bored.