# Profile

Customer Service for over 5 years in retail sales, expert in designing and implementing sales strategies, possess excellent customer service skill, and exceptional sales and communication skill in heavy volume stores.

# Experience

Specialist, Apple Fifth Avenue; New York, NY - 2019-2020

Approaching customers with custom needs while offering apple services and introducing a business profile.

Ops-Specialist, Apple Fifth Avenue; New York, NY - 2019-2020

Delivering items directly to customer in a well-timed and orderly fashion. Unboxing new products and cautiously transporting them to their destination.

Barista Trainer, Starbucks coffee; New York, NY — 2014-2020

Responsible for training new recruits and maintaining composure while upholding standards for Starbucks products and procedures.

Barista, Starbucks coffee; New York, NY — 2013-2014

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Luis mejia

Entry level position, multitasking, attending customers request, working under constant pressure as well as uplifting outstanding customer service.

# Education

LaGuardia community college - Game development Fall 2020

# Skills

Bilingual Spanish and English, some Portuguese.

Tech savvy in iOS and android devices, mainly macOS, windows. iPadOS, watchOS

Basics knowledge in adobe photoshop, illustrator, and premiere programs as well as Microsoft office, and MacOS pages, number, and keynote.

Coding in html, CSS, and C++ programming.

Food and bar certificate from previous employer.

# Reference

Juan Walker, Software engineer, Tumblr Inc, NY (646) 204-9293

Cristina Twitty, Business analyst, Apple 5th Ave NY (347) 392-8970