

# Marcos Esparza

20marcosesparza04@gmail.com ~ Chicago, IL

## SUMMARY OF QUALIFICATIONS

**Recruitment/Training:** Teach my employees how to operate the business when I am not present

**Customer Service:** Over 4+ years of customer service experience

**Communication:** Easily spoken

**Leadership:** Self-employed

**Research:** Skilled in gathering and analyzing internal/external data in a variety of environments

## EDUCATION

**Bachelor of Science in Computer Science**

Lewis University, Romeoville, IL

Expected: May 2026

GPA: 3.4/4.0

## WORK EXPERIENCE

**Sales Representative**

January 2022 – June 2022

Marshalls, Lombard, IL

- Assist a diverse array of customers with their selections and purchases
- Process 150+ cash and credit transactions daily; balance cash drawer
- Resolve customer complaints to ensure satisfaction and promote repeat business

**Automotive Detailer**

March 2023 – Present

Self-Employed, My Business Name, Berwyn, IL

- Manage scheduling whether talking to customers, booking appointments, or selling jobs
- The ability to deep clean vehicles in various conditions to restore them to that factory condition
- Sell \$800+ services and have customers come back for more

## HONORS AND AWARDS

- Dean's List, Lewis University, three semesters

## LANGUAGES AND COMPUTER SKILLS

- Fluent in Spanish;
- Proficient in MS Word, MS Excel, MS PowerPoint, Google Docs/Forms/Slides,
- Proficient in major social media outlets including Facebook, YouTube, Pinterest, LinkedIn, Instagram, and Twitter; able to post opportunities and source candidates via social media
- Familiar with Adobe Premiere Pro and Photoshop