**Marcos Esparza**

20marcosesparza04[@gmail.com](mailto:charlestmarketer@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**  Expected: May 2026

Lewis University, Romeoville, IL 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