

Patrick Minero

Customer Service Professional

Focused customer service professional skilled in customer relationship development, team building and company performance. Accomplished in providing unsurpassed support to demanding customers. Offering eleven years of experience in related roles, as well as passion for always improving numbers, enhancing knowledge and exceeding expectations.

Contact

Address

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Phone

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E-mail

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Skills

Team leadership and
coaching

Excellent customer service
skills

Goals and performance

Detail-oriented

Quality assurance

Technologically savvy

Coffee, beer and wine
knowledge

Effective customer upselling

Process improvement

Issue and conflict resolution

Excellent multi-tasker

Work History

2018-06 -

2019-06

Customer Service Representative.

*Telus, International., Antiguo Cuscatlan, El Salvador.,
El Salvador*

- Assisted in resolving customer's claims by providing great customer service.
- Constantly contacting vendors to schedule prompt service.
- Handled constant call load up to 70 calls per day while maintaining and exceeding company's KPI's.

2017-04 -

2018-04

Supervisor

Joinery Beerhall, Sausalito, California

- Oversee all daily service operations.
- Provide and assure great experience for all guest.
- Train and develop team members.
- Help general manager to set up cleaning schedules for staff.
- Balance cash flow after every shift.
- Handled work loads up to 400 guest per day.

2015-09 -

2018-04

Team Leader/Restaurant Server

Mill Valley Beerworks, Mill Valley, California

- Responsible for opening and closing procedures.
- Balanced cash intake at end of every shift.
- Training new team members, train team members with ever changing food and beverage menu
- Provide and assure guests with best experience possible.
- Kept daily check average over USD 40.

Languages

Spanish	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Native</div>
English	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Native</div>
Italian	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Intermediate</div>

2015-01

Store Manager

Equator Coffees And Teas , Mill Valley, California

- This was the company's first retail cafe.
- Responsible to assure all day operations ran smoothly and provide great customer care.
- Hiring, training and development of employees.
- Labor, payroll, ordering, inventory and finances management.
- Built clientele for company's new venture.
- Exceeded company's store projections.

Education

2005-03 -
2007-12

Some College (No Degree): Law

Central American University - La Libertad, El Salvador

2001-01 -
2004-11

High School Diploma

Albert Einstein School - San Salvador, El Salvador

Interests

- Yoga
- Meditation
- Computer Programming