Richard Rubio

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210-317-7957

# Work Experience

## SALES /CUSTOMER SERVICE

March 2010 to April 2018

One of the largest wholesale / retail novelty and trendy businesses in San Antonio.

* Responsible for Customer care and satisfaction, merchandise orders, inventory, new b to b acquisitions, and sales growth
* Strategically planned day to day operations online as well as local services for new and existing customers.
* Diligent forecasting and searches to keep up with popular and trendy culture to stay ahead of the curve for new and exciting business inventory. ( ie. Fidget spinners, Pop collectibles, pop sockets)

## SENIOR CONSULTANT

FINANCIRA SERVICES

November 2006 to 2009

Debt settlement business that serviced customers in bad credit card debt in All 50 states.

* Excellent customer service, Account Management, Personal and Professional Training and Development, Sales and Marketing.
* Senior Consultant in charge of operating and maintaining all degrees of sales and customer care services. Compiled monthly sales comparisons, provided quarterly sales forecasts, and increased efficiency and accuracy of employee production on a weekly basis.
* Implemented various systems for optimizing production and increasing efficiency by creating scripts and top notch follow up guide lines.

## VEHICLE SALES

METRO MITSUBISHI

February 2003 to June 2006

* Car Salesman responsible for selling new and used vehicles in a fast paced and extremely competitive environment.
* Lease Loyalty manager responsible for customer retention and over 1.4 million dollars of vehicle inventory.
* Customer Care, Customer Relationship Management, Customer Support, Customer Service/Sales.

## TELECOMMUNICATIONS SERGEANT / U.S. ARMY

U.S. Army

September 1997 to December 2002

* Over 5 years of honorable service in the U.S. Army.
* Trained in many areas of expertise.
* Many years of leadership experience.
* Top secret clearance and over 12 certifications in high level military training and classes

# Education

Robert E. Lee HS 1996

# Skills

Call Center, CSR, Customer Care, Customer Service

# Military Service

### Branch: US Army

Service Country: United States Rank: Sergeant

September 1997 to December 2002

# Certifications/Licenses

## GL- LAH Licensed Agent

Expired, Acquired in 2015