

Jose Ramirez

Austin, TX 78741

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9156911091

Highly motivated worker with talent for coordinating services. Qualified to multi-task in many different areas of any industry with specialties in conflict resolution, team coordination and customer support. Very strong ethics and social skills, focused and ready for any future opportunity that lies ahead

Authorized to work in the US for any employer

Work Experience

COVID-19 Tester

COVID Testing Solutions - Austin, TX

September 2020 to March 2021

- Filled out forms of patients and in detail explained the procedure
- Conducted the test of the patients following CDC guidelines
- Maintained a safe and sanitary environment for any incoming patient
- Logged in information of the patients via Excel for billing
- Answered phone calls regarding questions about the test or its procedures
- Conducted interviews for potential employees

Delivery Driver

Postmates - El Paso, TX

August 2019 to October 2020

- Completed order forms and collected payments to keep customer accounts current.
- Picked up meals from local restaurants and dropped off at residential and business customer locations.
- Collected tips from customers through hands-free electronic methods.
- Carried food in insulated bags to maintain hot or cold temperature.
- Delivered food and goods to customers on specified routes in Fort Bliss area.

Cashier

Chipotle - El Paso, TX

January 2016 to January 2017

- Working in Chipotle as a cashier not only helped me with my verbal skills but with my social skills as well
- Read weekly sales inserts and monitored price changes.
- Assisted with purchases, locating items and signing up for rewards programs.
- Trained new team members in cash register operation, stock procedures and customer service.
- Maintained high productivity by efficiently processing cash, credit, debit and voucher program payments for customers.
- Checked inventory for required supplies and made lists for needed items

Front Desk Receptionist

Importaciones Wescom LLC - El Paso, TX

March 2013 to July 2015

- Received all incoming calls and coordinated with employees to fulfill requests and resolve issues.
- Delivered exceptional services and support to team members and guests, maximizing productivity and customer satisfaction.
- Monitored office expenditures and managed office contracts, keeping meticulous records on all transactions.
- Signed for packages, recorded all deliveries and distributed to inter-company personnel.
- Answered phones, responded to customer inquiries and transferred calls to appropriate staff members.

Education

Full-Stack Web Development Certificate in Web Development

University of Texas at Austin

October 2020 to May 2021

BBA in Finance

University of Texas At El Paso - El Paso, TX

2021

Commercial Driver's License (CDL)

Class C

State: TX

Skills

- Bilingual (English-Spanish) Both with fluency
- Multi-tasking
- Time management
- Verbal skills
- Cargo handling
- Excellent sense of direction
- Over the road experience
- Time management skills
- Microsoft Office
- Cash transactions
- Email and telephone decorum
- Listening skills
- Oral and writing communication
- Driving
- Conflict Management
- Delivery Driver Experience
- HTML5
- CSS

- JavaScript
- Node.js
- SCSS
- MySQL
- GitHub
- Bootstrap
- Web Development
- Documentation review
- Mobile devices
- MongoDB
- Medical scheduling
- Typing
- Databases
- Computer hardware
- Data collection
- Database administration
- React
- jQuery
- Responsive web design
- WordPress
- Adobe Photoshop
- Adobe Illustrator

Links

<http://github.com/pepermz>

Assessments

Administrative Assistant/Receptionist — Proficient

September 2020

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Attention to Detail — Highly Proficient

September 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Customer Service — Highly Proficient

July 2020

Identifying and resolving common customer issues

Full results: [Highly Proficient](#)

Problem solving — Expert

October 2020

Measures a candidate's ability to analyze relevant information when solving problems

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.