

# Raymundo J. Hernandez

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5340 North Sawyer Ave  
Chicago, IL 60625

## EMPLOYMENT HISTORY

### **Amazing Ventures, Chicago, IL**

*Guest Experience Manager, August 2012 – Present*

Perform managerial open/close duties, including cash management, reconciliation, store operations and lead shift teams of 4-6 employees

- Promoted to Manager from Cashier position after showing exceptional leadership skills and creating an open, friendly atmosphere with shift team
- Gained extensive direct customer service skills at one of Chicago's busiest tourist attractions:
  - Handle 50+ customer interactions per day, giving detailed, personalized, friendly and polite service to ensure all guests enjoy their experience
  - Resolve any customer complaints with patience and understanding
- Assist in staff hiring and training on cash registers and procedures
- Help organize customer and staff events, including:
  - The "Haunted Maze", which resulted in greater brand exposure and additional revenue not typical of that season
  - Staff outings which help develop team comradery and collaboration

### **The Sports Authority, Chicago, IL**

*Customer Service Representative, April 2011 – April 2012*

- Greeted and assisted customers with their purchases
- Assisted with store operations and cleaning

## EDUCATION

### **Northeastern Illinois University (NEIU), Chicago IL**

Bachelor of Science in Business Management

2018

*Relevant Coursework:* Digital Marketing, International Marketing, Marketing Research, Introduction to Marketing

## PROFESSIONAL MEMBERSHIPS

ALPFA (Association of Latino Professionals for America) Chicago, *Member*, 2019-Present

## SKILLS

- *Languages:* Bilingual in Spanish and English
- *Technology:* MS Word, Excel, MS Outlook, D2L, Nmail, Adobe Photoshop CS5, Google Docs/Calendar, Survey Monkey, Internet Research, and Social Media