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Profile

Being a pillar for everyone I interact with is part of my personal brand. I am driven to providing a world-class experience in everything I do, whether that is teaching a teammate a new skill, taking on high-stakes challenges, or seeking to improve a process. I am a problem-solver aiming to make life easier and fun for my team and my clients.

Experience

Apple Care Partner Relations - Apple Developer Program Support AMR T1, Apple; Austin, TX — 2018 - Present

Self appointed meeting secretary and recognition. Provided absent teammates what was covered at the team meeting. Presented at team meetings to recognize positive performance and highlight best practices.

Foundational member for implementing a career development program. The program focuses on challenging T1 advisors to complete T2 application pre-work. End goal of program is to prepare T1 for promotions, improve case handling efficiency, improve critical thinking, set proper expectation for T2 workflow and requirements.

Consistently performing at and above team average for key metrics (email outbound AHT, cases handled, case resolution efficiency, ACW, T2 escalation rate).

Always aiming to expand my skillset, trained with Apple Books Content Review Team and learned image scrubbing.

Mobile Sales Supervisor, Best Buy; Garland, TX — 2015 - 2018

Deliver a world-class customer/employee experience. Lead the mobile Department to elevate sales performance by sustaining positive customer and employee interactions.

Support the direction of the Specialty Sales Manager in implementing sales action plans, monitoring business results, and driving execution of sales strategies.

Drive positive outcomes of key sales indicators within mobile department in support of Revenue, Margin, and NOP goals.

Integrate partnerships and 3rd party programs specific to sales, training, and customer facing initiatives to ensure seamless experience.

Understand and implement omni-channel solutions for clients, varying from consumer to business solutions and complex solutions for high profile clients.

Motivate, coach, recognize, and performance manage employees to reach their full potential.

Resolve complex customer issues.

Part of the leadership team that finished Eight in the company in respect to profit growth, 2016

Jr. Coordinator, Paragon Geophysical Services; Wichita, KS — 2014-2015

Responsible for delegating tasks to line crew workers, traversing dangerous weather conditions/ landscapes, organizing production meetings, ensuring line production, monitoring and reporting crew safety.

Co-Store Manager, Aldo Group; McAllen, TX — 2013 - 2014

Responsible for providing total customer service, recruiting sales team and development, scheduling, managing inventory/loss prevention, store budget planning, payroll, delegating store visual presentation tasks, daily communication with district and regional management. On call to relocate to other Aldo stores and assist by acting as store manager, or co-manager.

Contributed to exceeding company budget goals +10% For the Month.

Consistently exceeded weekly personal sales quotas plus 25%.

Consistent "Regional Top 20" selling performance throughout the year.

Store Manager, Aldo Group; Brownsville, TX — 2012 - 2013

Successful in reducing shrink to Company standards.

Operated Store with consistent positive swing%.

Successfully recruited and developed current store manager for Brownsville location as well as other assistant managers.

Education

South Texas College; McAllen, TX — Associate of Arts: Business Administration and Management
