JOHN CASTRO

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BIOLOGICAL SCIENCES GRADUATE

As a highly motivated and dedicated graduate with strong knowledge of Biological Science I seek to bring my skills and abilities to add value to your company

- Experienced in research methods including data collection, analysis and presentation
- Specialized focus in customer relations development and maintenance
- · Effective utilization of analytical and problem-solving skills to work towards resolutions
- Time management skills, priority setting and self-management to carry out responsibilities
- Ability to multi-task while maintaining high-level organization in a changing environment with numerous and competing deadlines
- Adept ability to work well individually and within a group

PROFESSIONAL EXPERIENCE

Fisher Wallace Labs

Client Service Specialist

August 2016-Current

- Served as a primary point of contact for patients and healthcare practitioners in the mental health field, assisting with customer set up of product, usage of device and maintenance
- Managed large list of potential clients securing sales with patients, physicians and executives over the phone
- Managed shipments for 10,000+ orders including management of inventory, setting traces on packages and ensuring customer satisfaction with delivery
- Integrated multiple improvements in shipping procedure increasing efficiency, accountability of shipments and decreased shipping costs
- Maintained optimal communication with patients handling emails, phone calls, voicemails and chat inquiries daily for clients
- Performed quality checks on medical devices to ensure safety as well as performance of devices

Dunkin Donuts at Penn Station

Team Member

June 2015 - August 2016

- Worked in multiple stations efficiently with team members to ensure customer satisfaction for a high-volume store in Penn Station transit hub
- Undertook a leadership role later in my work position training new team members to understand general safety and maintenance of machinery in store, goal delivery times and how to achieve them
- Completed daily red book records for regulation standards, product waste and temperature safety standards

ACADEMIC EXPERIENCE

Bachelor of Science in Biology

Fordham University

Graduated May 2016

• Led design and presentation of research projects for environmental survey of biodiversity presence near Bronx River, and measurement of microbial growth across frequented Campus surfaces

Bronx Science Graduated June 2012

Field Study Researcher Intel Science Talent Search

- Led a group to efficiently trek up several mountain ranges, accurately take samples, and record findings of damage to Red Spruce Species in Adirondack Mountain Range over a three year period
- Use of Microsoft Excel to manipulate data, and Power Point to present data in competitions and symposiums across colleges in the Northeast

ADDITIONAL SKILLS

- Proficient use of Microsoft Suite, SPSS
- Bilingual: Spanish and English
- Adept at data presentation and developing and fostering client success