

Estefany Cruz

Elmhurst, NY

estefanycruz3_hve@indeedemail.com

347-866-0020

Authorized to work in the US for any employer

Work Experience

In Home Desing Sales Manager

Best Buy - Manhattan, NY

December 2019 to Present

In-Home Design Sales Manager

Present BestBuy Inc, Manhattan

12/2019-Present

- Guide customers through our wide array of home theater systems, appliances, computers, furniture, and interior design solutions.
- Coordination in all aspects of the project including processing credit card application, tender sale, overseeing execution of product delivery, installation, solutions and ensuring the clients' needs are met.
- Outside sales providing consultation services to develop sales solutions to best meet the clients and want within their homes.
- Serves as an advocate to the In-Home Advisor strategy. Builds and fosters relationships with the external marketplace to create new business and have awareness of resources available to bring project plans to completion.
- Drive the overall business and being accountable to prioritize and deliver quality results.

Immigration Case manager

Catholic Charities, Amityville NY

07/2019-11/2019

- Oversee a caseload of at least (40) unaccompanied minors; conducting in-home visits, phone calls and case conferences providing educational talks and counseling if needed.
- Track and note the client's progress weekly.
- Participate in professional/agency community activities as assigned. Participate in rotation of intake responsibilities. Organize activities/events with partnering agencies/programs.
- Participate in cross-program service reviews that support the planning and coordination of service delivery and service closure.
- Assess the needs of the whole consumer/family including their basic needs such as food, clothing, and shelter.

- Encompass primary healthcare, transportation, education, social relationships, and community participation.

Project Manager/Designer

Lowe's Manhattan - Brooklyn, NY
February 2017 to February 2019

- Leadership. • Conduct in-home or in-store meetings with clients to qualify and discuss their projects.
- Adaptability. • Develop a project plan, 2020 design, scope work, time line and an estimate of the scope of work.
- Microsoft office. • Ensure customer's project files are fully updated to enable proper sales, planning, and execution.

Present a final project proposal to the customer.

- Create and process contracts, open financial account and plan pre- construction meeting.
- Work with vendors, sales specialist and production team to ensure accurate ordering, delivery and installation activities.
- Interacts with general contractor and customer throughout the life time of a project, to ensure customer's satisfaction.
- Ensure customer's project files are fully updated to enable proper sales, planning, and execution.

Project Manager/Designer

Sears Home Improvement - Melville, NY
June 2012 to February 2017

Work independently from home remotely, meeting supervisor's expecting to complete assignment, tasks and deadlines.

- Meet with the clients in their homes to discuss their project renovations kitchen or bathroom.
- Develop a project plan including: products selection, design, scope of work and time line for completion that accommodates the client needs.
- Open new accounts, negotiate contracts, and find different finance options for the client.
- Review and coordinate project installation process with the production team and clients.
- Achieve monthly sales goals set by the company.

Pre-K Teacher Assistance

Books & Rattles Queens Blvd, NY
September 2011 to June 2012

Provided warm, accepting environment that promotes learning through all instructional developmental areas.

- Performed basic administrative tasks, assumed teacher's role in class whenever necessary and attended all meeting.
- Supported class instruction as per teacher requirements, assisted in group workshops and individual activities.
- Assisted case worker and therapist by observing/assessing students' progress and behavior, and kept records to follow up methods used and track progress.
- Assisted teacher in developing lesson plans, support materials, and daily schedule based on the monthly program.

Customer Services Supervisor

Swissport JFK, NY

June 2010 to June 2011

- Supervised 12 employees; Coordinate and supervised inside gate, ticketing/check-in and arrival operations of all assigned flights.
- Responsible for daily operations decisions and dealt effectively with all crises.
- Resolved customer issues and inquiries satisfactorily. Send movement messages, documented and field paper work related to the daily operations every day.

Education

Master's in Mental Health

Mercy College - New York, NY

December 2019 to Present

Bachelor's in Psychology

Mercy College - New York, NY

May 2012 to January 2016

Associate in Business Management

Long Island Business Institute - New York, NY

August 2008 to December 2009

Skills

- Conflict Management (8 years)
- Assess the needs of the whole consumer/family including their basic needs such as food, Bilingual English/ Spanish clothing, and shelter.
- Ability to work under pressure.
- Encompass primary healthcare, transportation, education, social relationships, and community
- Decision Making. participation.
- Time Management.
- Computer Skills (8 years)
- Driving Experience (10+ years)
- Construction Experience (8 years)
- Project Management (8 years)
- Customer Service (10+ years)
- Customer Relationship Management (8 years)
- Project Management (7 years)
- Communicate skills (10+ years)
- Budgeting (8 years)
- Interior Design
- Negotiation
- Contract Negotiation
- Business Development
- Event Planning
- Outside Sales
- Recruiting
- Sales Management

- Remodeling (8 years)
- kitchen designer (8 years)

Additional Information

Communication skills