**Sebastian G. Bravo**

801.970.8119 ∙ South Jordan, UT 84009 ∙ sebgbravo@gmail.com

**Sales Associate**

**Retail Sales| Customer Service| Customer Relationship Management**

Dedicated Sales Associate with over six years of experience at The Home Depot, specializing in customer service and teamwork. Led a team of fewer than 5 associates to achieve the top-ranking hardware department in the state during the COVID-19 pandemic, also driving the store to become the #1 performer in the district, exceeding all profit targets. Excels in high-pressure environments and is a quick learner with a flexible schedule. Committed to delivering outstanding service and making a positive impact with every customer interaction.

**WORK EXPERIENCE**

**The Home Depot -** *Sandy, Ut* 05/2018 - PRESENT

**Sales Associate**

Effectively provides tailored customer experience, leveraging exceptional customer service skills to prevent theft and reduce shrinkage.

* Promptly respond to customer enquiries in person or via phone.
* Opened customer and credit card accounts, ensuring all quotas were exceeded or met.
* Learned the hardware department and subsequently mastered it.
* Organized racks and shelves to maintain store visual appeal, engaged customers, and promoted specific merchandise.

**EDUCATION**

**Salt Lake Community College –** *Salt Lake City, Ut*

Computer Science, August 2019

**Randon Aviation –** *West Jordan, Ut*

Private Pilot, October 2021 – July 2024

**PROFESSIONAL SKILLS**

* Microsoft Operating Systems and desktop applications proficiency
* Networking fundamentals and Active Directory experience
* PC imaging and hardware maintenance
* Customer service and communication
* Critical thinking and problem-solving

**LANGUAGE COMPETENCIES**

* English: native language
* Spanish: intermediate (speaking, reading, writing)