

Career objective: Highly motivated customer service specialist with experience in resolving customer complaints and promoting conflict resolution. Professional skills in sales, relationship building, and manufacturing.

STRENGTHS: Customer Service | Attention to Detail | Problem Solving | Results Oriented

EDUCATION: **Automotive Technology** **Mira Costa College**
Oceanside, CA June 2016 to Present

Automotive Drivetrain Specialist Certification	12/2017
Pro-Cut Certified Hub Matching Technician	08/2017
Automotive Brakes, Suspension and Alignment Certification	07/2017
Basic Engine Diagnostic Certification	07/2017
Sonnax Advanced Transmission Training Certificate	04/2017

High School Diploma **El Camino High School**
Oceanside, CA Graduated June 2016

EXPERIENCE: **Third key/Shift lead** **Eyeglass World**
Oceanside , CA May 2019 to present

- Make sure associates are using proper lifestyle selling techniques
- Properly open and close the store on a daily basis
- Consistently make sales goals
- Coach associates on proper customer service techniques .
- Consistently kept forty to fifty percent of stores total sales

Optical Lab Manager **Eyeglass World**

Vista, CA January 2018 to May 2019

- Supervise and manage two personnel in lab and clerical responsibilities
- Complete timely administration and ensure FDA compliance
- Develop key selling points in complex pieces of eyewear
- Assess and strategically achieve monthly sales targets
- Continue to advance knowledge in lab and production equipment
- Assist in new employee onboarding for those with no prior optical experience
- Verify quality and prompt delivery of eyewear to patients
- Reduced inventory shrink from above seven percent to below two percent in under a year

Optical Lab Technician **Eyeglass World**

Oceanside and Vista, CA March 2017 to January 2018

- Prioritized lab tasks effectively and completed requested services on or ahead of time
- Consistently applied contamination control and calibration procedures on lab equipment
- Performed inventory functions to keep lens and equipment stocks full and up to date
- Took the initiative to efficiently learn all new production equipment
- Delivered service excellence by caringly dispensing eyewear to patients

Sales Representative **Clarks USA**

Carlsbad, CA May 2016 to February 2017

- Developed confidence with customers through quality customer service techniques
- Received and sorted large stock quantities in a timely manner
- Exceeded comprehensive monthly sales goals
- Built a rapport with many customers who continuously returned to purchase footwear

Surfboard Sculptor

Bounce Sup

Oceanside, CA

June 2015 to August 2015

- Performed precision measurements and quality cuts on a variety of composite materials
- Creatively and meticulously operated free hand saw to help construct products
- Performed facility maintenance-type duties within and around the operation