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# ROY DIAZ

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## Summary

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I am highly energetic, outgoing and detail-oriented. I'm reliable and friendly who quickly learns and masters new concepts and skills. Passionate about helping customers and creating a satisfying shopping experience. handles multiple responsibilities simultaneously while providing exceptional customer service. Upbeat and flexible with 10 plus years experience in retail sales. Driven and results-focused professional seeking a customer service position in a fast-paced retail environment. High-achieving Sales Associate offering an extensive background in customer service, sales, client relations and merchandising. Self-directed and self-motivated team player who also works well independently.

## Highlights

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- Inventory control procedures Shipping and receiving
- Safety-conscious
- Valid CO, AZ driver's license
- Fluent in Spanish
- Organized
- Time management
- Detail-oriented
- Excellent multi-tasker
- Strong communication skills
- Flexible schedule
- Clean MVR
- Courteous and polite demeanor
- Dependable and reliable
- Exceptional problem solver
- Exceptional writing skills
- Strong organizational skills
- Active listening skills
- Courteous demeanor
- Energetic work attitude
- Customer service expert
- Adaptive team player
- Pallet jack and hand truck operation
- Skilled forklift operator
- Responsible driver
- Experienced manual transmission driver
- Excellent sense of direction
- Perfect attendance record
- Exceptional written and verbal communication skills

## Accomplishments

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Continuously maintained an accident and incident-free driving record for more than 10 years. Supervision

- Supervised team of three staff members.

Process Improvement

- Created new departmental procedures manual.
- Assessed organizational training needs.

Competitive Analysis

- Performed competitive analysis to make recommendations for future company growth.

Protective Services

- Applied safety procedures and policies as outlined in Department Safety Manual.

Routinely helped as many as 100 customers each day in a high-volume retail outlet.

## Experience

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**Salesmen/shipper receiver**

**05/2007 to 02/2014**

**Mountain States Toyota**

Helped customers select products that best fit their personal needs. Maintained visually appealing **Denver, CO**

and effective displays for the entire store. Educated customers on product and service offerings. Offered exceptional customer service to differentiate and promote the company brand. Kept the showroom clean and maintained neat, orderly product displays. Completed floor replenishment to guarantee size availability and promote customer satisfaction.

**Sears Authorize Delivery Driver**

**05/1996 to 05/2006**

**Colletti Trucking**

Tested machinery, equipment and parts to identify any defects. Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience. Unloaded trucks, stocked shelves and carried merchandise out on the floor for customers. **Phoenix, AZ**

**Education**

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**Degree Business Management/Accounting: Business Management/Accounting**

**1999**

Arizona Institute of Business and Technology

Emphasis in Business Administration Certified Public Accountant (CPA) Revenue Recognition training Student government representative Accounts Receivable Management course Income Tax Reporting course Student government representative Advanced coursework in Business Administration Coursework in Marketing and Advertising Mesa, AZ, USA

**High School Diploma: General Equivalence**

**1997**

Maricopa High School

Maricopa, AZ, USA