

James Rodriguez

District Manager

Colby, KS

jamesrodriguez3@hotmail.com - (970) 768-9145

Management experience, customer service, and project management experience. Client Relations. Data Entry. Customer Services Representative with proven ability to establish rapport with clients. 4+ years of client interface experience. Dedicated and motivated to maintain customer satisfaction and contribute to company success. Lab experience. Highly motivated. Hardworking. Dedicated. Versatile. Team player. Organized. Ambitious. Consistent. Dependable. Focused.

Core Strengths

- Bilingual (Spanish)
- Adaptive team player
- Strong organizational skills
- Active listening skills
- Sharp problem solver
- Courteous demeanor
- Energetic work attitude
- Telephone inquiries specialist
- Customer service expert
- Telecommunication skills
- Opening/closing procedures
- Strong computer skills
- Experience in managing scheduling, payroll, and inventory

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Translator

Colorado Public Defender's Office - Sterling, CO - March 2015 to Present

Responsibilities

I translate for Spanish speaking clients

Accomplishments

I have provided services to this office that were previously unavailable to them.

Skills Used

Bilingual skills

General Manager

Aarons - Sterling, CO - November 2014 to March 2015

Responsibilities

Oversaw all day to day operations and managed staff, sales, banking, and inventory

Accomplishments

Helped to get store in better shape than I found it.

Skills Used

Management skills, customer service skills

District Manager

AlSCO - Sterling, CO - April 2014 to September 2014

Managed over 150 accounts in Colorado, Nebraska, and Kansas

- Managed 2 drivers on various routes

Manager

Sears - Fort Morgan, CO - January 2013 to April 2014

Managed scheduling, payroll, inventory, and staffing for Sears Hometown and Outlet Stores

bilingual advisor pertaining

Bilingual Advisor I - Aurora, CO - June 2012 to December 2012

to student loans for the Department of Education.

Project Manager

Rodriguez Construction Org, L.L.C - Denver, CO - December 2010 to December 2011

Worked with various companies for all types of construction projects

- Assisted in managing various commercial and government projects.
- Supervised employees and provided payroll information.
- Conflict Resolution Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction.

Quality Assurance/Lab Technician

Trinidad Benham Corporation - Sterling, CO - May 2009 to March 2010

Tested samples of various product hourly for quality and ran various tests in the company

- Worked with the lab team for various tasks and also contributed time to inventory count.
- Entered all information and results into system on a daily basis.

Pan Bench Chemist

Lab Tech - August 2007 to April 2008

Western Sugar Corporation - Ft. Morgan, CO

- Tested various samples on an hourly basis for pH levels, acidity, and various purities.
- Performed various tests and lab work.
- Learned skills for both chemist benches.

Customer Service Manager

Safe Auto Insurance Co - Sterling, CO - May 2005 to July 2007

Provided customer service and modified policies for automobile insurance customers.

- Provided proof of insurance for customers and law enforcement officials.
- Was promoted to customer service manager and assisted all other representatives on the floor with various issues.
- Provided conflict resolution with customers when needed.

Customer Service Representative/ Technical Support Specialist

Dish Network - Harlingen, TX - April 2004 to January 2005

Provided customer service and technical support for satellite services and equipment.

Sales Supervisor

Dot Com Promotions - Thornton, CO - June 2000 to April 2004

Provided sales, marketing, and advertising for Fortune 500 companies such as Qwest and Dish Network.

- Supervised an 8 person team for our sales and marketing department.

EDUCATION**Bachelor's in Information Technology**

University of Phoenix - Westminster, CO

General Studies

Fleming High School - Fleming, CO