

Jesús O. Robles Pérez

Urbanización Royal Gardens Calle Alicia F38 Bayamon PR, 00957
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BACKGROUND

Experience in Customer Service, Call Center, Stock and Inventory. Responsible, cooperative, punctual, quicklearning and with great desire to excel. Ability to work under pressure and with minimal supervision. Attentive, friendly and respectful of your fellow workers. Has initiative, leadership and organizationto perform their duties. Good skills in oral and written communication. Possesses knowledge Microsoft Word, Excel, Power Point, Outlook and Internet browsing.

JOB EXPERIENCE

Airport Shoppes Aeropuerto Luis Muñoz Marín, PR 20014-Present

Bilingual Concession Attendant/Cashier/Customer Service

- Waited customers politely.
- Prepared and served customers their food.
- Delivered orders correctly.
- Cleaned the concession.
- Filled the concession with merchandise so it would be ready for the next day.

Claro Hato Rey/Cataño, PR 2011-2013

Call Center (Billing Department)/Warehouse/Customer Service/

- Received calls from customers with discrepancies In their bills.
- Created tickets with the client's issues with their bills.
- Opened tickets with the client's issues with their bills and resolved those issues.
- Received merchandise and placed logically in their areas.
- Conducted merchandise inventory in the warehouse.
- Fulfilled contractors orders from store inventory in a timely manner

Supermercados Amigo Bayamón, PR 2010-2011

Customer Service

- Collected and arranged carts and shopping baskets and counted them.
- He did maintenance work in order to prevent accidents.
- Collaborated with colleagues from different departments including the “Late night stock” department.
- Collaborated closely with “Loss and found” department to make sure the environment was safe.

Gamestop Bayamón, PR 2009-2009
Tiendas Donato Bayamón, PR 2008-2009

Sales Person/Customer Service

- Fulfilled the sale quotas.
- Received merchandise in the warehouse and distributed it in their respective departments.

- Conducted merchandise inventory along with the supervisor.

EDUCATION

Graphic Design	Atlantic University College, Guaynabo PR	2010
High School Diploma	Santo Tomás de Aquino Superior, Bayamón PR	2005