

Albert Anthony ESPARZA

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PROFESSIONAL SUMMARY

Results-oriented Warehouse Manager and Customer Service Specialist over 4 years experience, seeking new career in new and pre-owned vehicle sales. Skilled in strategically negotiating deals and transforming e-commerce prospects into in-store sales to achieve sales targets. Proven leadership skills that help team members achieve individual sales, enhance customer service, and drive business goals. Looking to take next career step in automotive sales and leadership with a respected dealership dedicated to delivering high quality service and building relationships with customers.

SKILLS

*Adaptable *Results Driven *Organized *Positive Attitude *Product Knowledge *Logical Thinker *Customer Accessibility
*Sales Skills and Consistency *Personable *Observant and Good Listener *Multi-tasker *Purchasing & Inventory
*IT Skills *Problem solver *Vast Vehicle Knowledge *Reliable *Adaptable *Interpersonal skills *Shipping & Receiving

WORK HISTORY

Product Technician: Aaron's 05/2016 to 11/2017, Federal Heights, CO

Product Technicians are Aaron's ambassadors, upholding their commitment to excellence by working directly with the customers in a professional manner while delivering top quality products and services. Responsibilities included; personally supporting every customer to Own it, customer deliveries, ensure all merchandise is clean and in operating condition prior to delivery, load, secure and protect product in delivery vehicle and safely transport merchandise, review product information to ensure it matches delivery schedule, document all vehicle movement on daily route sheets, product installation & education, offload, install and demonstrate merchandise with customer, perform routine service calls, product exchanges and assist with merchandise returns, clean and certify returned merchandise, assist in maintaining the showroom floor and store's warehouse by moving merchandise, cleaning & maintaining the appearance of the store, occasional collections assistance, and assist in field marketing programs. The ability to build strong relationships with customers was critical to my success.

Warehouse manager: Whatever It takes, 02/2015 to 04/2016 Denver, CO

Ensure efficient day to day operations of the warehouse, and oversee customers needs are met by providing services in the area of purchasing, inventory control, computer scheduling of pick-up and delivery. Develop and promote good interpersonal relations. Operate management software, maintain superb organization and communication skills. Responsible for ensuring deliveries were complete, on time and within budget. Oversee team and provide them with training and coaching on a regular basis. Manage schedules for between 5-10 employees. Monitor work quality to consistently deliver exceptional customer service. Coordinate with upper management to ensure smooth operations as per WIT standards and departmental procedures. Implement continuous improvement action plans. Coordinate periodic inventory, audits and determine new product needs and elimination. Evaluate and reconcile incoming requisitions, packing lists, and other source documents for accuracy and appropriateness. Resolve any inconsistencies. Contact vendors to expedite overdue shipments. Responsible for accuracy of receiving documents. Responsible for maintenance and updating of computerized inventory control system master files. Advise remote users of system and warehouse changes. Assist with warehouse order processing, picking and fulfillment.

Railcar Unloader - Vehicles: Inter-rail, 04/2013 to 01/2015 Henderson, CO

Specialize in the loading and unloading of vehicles on and off multilevel railcars. Handle standard automobiles and trucks. Check-point services provide gate check-in and inventory accuracy to ensure vehicle safekeeping. Ensure that vehicles leave our possession exactly the way we received them – damage-free, in factory fresh condition. Precision, keen attention to detail, and an eye on safety a must. The railcar unloader is responsible for the safe and quality handling of customer and company property. Work outside in all types of weather, driving, loading and unloading vehicles to and from railcars. Also must have the ability to drive both automatic and manual transmission vehicles, including oversized vehicles, and be able to handle very frequent walking on potentially uneven surfaces, and work in high and possible tight spaces.

EDUCATION

Diploma: High School, 2011 **Grandview High School** - Aurora, CO