

ALONSO GALDEAN

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EDUCATION

Bachelor of Science in Business Administration with an Emphasis in Management

Kenneth W. Monfort College of Business
University of Northern Colorado, Greeley, CO

WORK EXPERIENCE

Transform Holdco LLC, Fort Collins, CO

Sales Manager, Dec 2015 – Present

- Responsible for managing and developing a team of high performing commission sales associates to achieve company sales and profit goals.
- Analyze sales data, fixed expenses, and variable expenses to maximize net profit.
- Manage day to day operations including accounts receivable, accounts payable, vendor relations, payroll, scheduling, hiring, training, coaching, and development.
- Build relationships with the community to grow customer base through creative business opportunities.
- Resolve customer complaints regarding sales and service through experience in conflict management.

Sears Holdings Corporation, Greeley, CO

Appliance Sales Lead, Jan 2014 – Dec 2015

- Duties involved recommending, selecting, and helping locate or obtain merchandise based on customer needs and desires.
- Responsible for closing the sale and arrange for delivery, selling insurance, financing, and service contracts for merchandise.
- Trained new associates on sales practices, as well as motivating them to meet the goals of the company.

Transportation Management Services Incorporated, Windsor, CO

Logistics Operator, Dec 2011 – Jan 2014

- Contacted carrier representatives to make arrangements or to issue instructions for shipping and delivery of materials.
- Examined contents and compared with records, such as manifests, invoices, or orders, to verify accuracy of incoming or outgoing shipment.
- Prepared documents, such as work orders, bills of lading, or shipping orders, to route materials.

Center Partners, Fort Collins, CO

Capital One Customer Service Representative, Mar 2011 – Dec 2011

- Communicated with clients by telephone to provide them with information about services, take or enter notes on their account, cancel accounts, or obtain details of complaints.
- Determined charges for services, collect payments, or arrange for billing.
- Referred unresolved customer concerns to designated departments for further investigation.

ACCOMPLISHMENTS

Sears Holdings GEM Management Training Program

- The six-month leadership program involved understanding and practice of how the business operates, including: store operations, financials, recruiting, interviewing, and training. Offered current role as specialty store manager after successful graduation of the management program.