

David Romero

Hard working, fast oriented, flexible job conditioned, great selling, driver, very good and charismatic customer service all above 3 years experience

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I am a highly dedicated individual with a proven track record of thriving in dynamic and innovative work environments. My ability to adapt, foster creativity, and rapidly acquire new skills has been instrumental in my career.

I consistently project a positive and engaging demeanor when interacting with customers, ensuring their satisfaction even during challenging situations. I attribute my success to my innate charisma, which has played a pivotal role in retaining a loyal customer base, particularly in roles heavily reliant on customer satisfaction.

I am committed to continuous learning and am eager to contribute my skills and expertise to meet any challenges or requirements presented to me.

Authorized to work in the US for any employer

Work Experience

Sales Specialist

Apple - Denver, CO

November 2023 to Present

In my role as an Apple Sales Specialist, I excel in providing personalized service that goes beyond selling products – it's about understanding and meeting the unique needs of each customer. I take pride in engaging customers through meaningful conversations, utilizing probing questions to uncover their specific requirements and preferences. By understanding their individual needs, I tailor my recommendations to ensure they find the perfect Apple product that aligns with their lifestyle and expectations. My approach involves more than just selling – it's about creating an informative and enjoyable experience. I am adept at translating technical information into accessible language, ensuring customers feel confident and well-informed in their purchase decisions. Whether it's explaining the latest features, comparing models, or addressing concerns, I prioritize clarity and transparency. Building a connection with customers is at the heart of my sales strategy. I actively listen to their concerns, address queries with patience, and offer solutions that genuinely enhance their Apple experience. This personalized approach not only fosters trust but often results in repeat business and positive word-of-mouth recommendations. In addition to my customer-centric focus, I stay updated on the latest Apple technologies and innovations. This knowledge enables me to provide valuable insights, making the customer feel more confident and satisfied with their purchase. My commitment to delivering outstanding service, combined with a genuine interest in understanding and meeting customer needs, sets me apart as an Apple Sales Specialist. I thrive on creating positive customer interactions that extend beyond transactions, contributing to the overall success and reputation.

Sales Associate

Be Hippy - Denver, CO

April 2023 to Present

Sales associate at kiosk, inside Denver international airport where I've taken pride into selling for the local brand for Denver, BE HIPPIE, my main focus was selling clothing and maintaining the kiosk, upselling and having high customer service, first 3 months was the highest seller and high customer service feedback, provided coverage for a lot of employees.

Home Depot Associate - Team supervisor for Tree lot

The Home Depot - Denver, CO

February 2022 to Present

"In my role at the tree lot, I oversaw a labor-intensive department that involved the operation of cutting equipment and handling substantial trees exceeding 140 pounds in weight. As a team leader, I managed a group of eight individuals during night shifts, necessitating rigorous supervision and a strong commitment to addressing the team's requirements.

I also took on additional responsibilities when other team members were absent, readily stepping in to maintain operations. During a temporary period of two weeks, I worked extended shifts, exceeding 16 hours per day, to accommodate high customer demand. My dedication to delivering exceptional customer service resulted in the sale of multiple products, earning recognition for my outstanding service."

Sales Associate/Inventory Control

Accessorios america - Denver, CO

May 2020 to February 2022

At Accessories America, I've served as a Sales Associate-Inventory Specialist, specializing in car accessories, including window tint, sound systems, and alarms. In this role, I've excelled in several key areas:

- **Product Knowledge:**** Expertly guided customers by leveraging in-depth knowledge of car accessories.
- **Sales Success:**** Consistently surpassed sales targets through effective upselling and cross-selling.
- **Customer Engagement:**** Established strong customer relationships by addressing needs and providing tailored advice.
- **Inventory Management:**** Ensured accurate stock levels, timely replenishment, and efficient operations.
- **Installation Coordination:**** Coordinated accessory installations for a seamless customer experience.
- **Technical Expertise:**** Developed technical proficiency in sound systems and alarms for informed customer support.
- **Merchandising:**** Collaborated on visually appealing displays to enhance product visibility.

My dedication to exceptional customer service and inventory management has contributed significantly to Accessories America's success, creating a satisfying shopping experience for our customers.

Front Desk Agent

Best Western - Denver, CO

January 2019 to December 2019

At the age of 16, I began my career at a small Western hotel, where I worked at the front desk. My responsibilities included checking in guests, documenting their stays and charges, and assisting with reservations. This experience taught me the importance of attention to detail and excellent customer service in the hospitality industry.

Education

High school diploma

dsst college view high school - Denver, CO

August 2019 to May 2022

Skills

- Customer service (3 years)
- Sales (3 years)
- Customer care (3 years)
- Data entry (2 years)
- Creative Direction (1 year)
- Organizational Skills (2 years)
- Retail Sales (3 years)
- Upselling (3 years)
- Cash Handling (3 years)
- POS (3 years)
- Merchandising (2 years)
- Guest Services (3 years)
- Front Desk (2 years)
- Heavy Lifting (3 years)
- Pricing (2 years)
- Computer Skills (2 years)
- Spanish
- Call center (2 years)
- Microsoft Excel
- Customer service
- Typing
- Communication skills
- Sales
- Basic math
- Screen printing
- Heavy lifting
- Load & unload
- Guest services
- Front desk
- Cash handling
- Retail sales
- Upselling

- Microsoft Office
- Warehouse experience
- Bilingual
- Spanish
- English
- Math
- Computer skills
- Microsoft Word
- Google Suite
- B2B
- SAP

Languages

- Bilingual - Fluent
- English - Expert
- Spanish - Expert

Certifications and Licenses

Driver's License

March 2023 to March 2025

Assessments

Retail customer service — Proficient

July 2022

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Work style: Reliability — Proficient

September 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.