

Estevan Gaeta

Commerce City, CO 80022

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Professional Summary

Qualification Summary

- Have 7 years of experience working with customers.
- Ability to work well with people of diverse backgrounds.
- Responsible when given a task to complete.
- Ability to adapt to new equipment & technology.
- Ability to problem solve and interact with others for new and different ideas.
- Understanding and following work rules and procedures
- Experience using various hand tools and power tools

Authorized to work in the US for any employer

Work Experience

Shipping Clerk

Eagle Claw-Denver, CO

April 2025 to September 2025

- Fulfill fish hook orders
- Ensure orders are complete and accurate
- Load and unload trucks as needed
- Stock fish hooks boxes when they run out
- Tape, label and organize completed order to ship

Customer Service Representative

Alorica-El Paso, TX

May 2024 to November 2024

- Service and complete maintenance on clients accounts
- Document comments and concerns the clients have
- Ensure client satisfaction
- Take calls from clients and agents
- Educate the client on their account

Supervisor & Support/Help Desk Sta

HCL Technologies-El Paso

May 2023 to December 2023

- All the responsibilities from when I was Customer Service Rep
- Take escalated calls from agent when issues occur
- Aid agents with any question about the clients/candidates

- Create email correspondence when issue arise
- Ensure agent are following proper processes and procedures

Customer Service Rep

HCL Technologies-El Paso

November 2022 to May 2023

- Ensured candidate satisfaction
- Assist Candidates in scheduling and rescheduling
- Answer any questions candidates may have
- Take many calls a day
- Aid in the training of new hires

Ecommerce Clerk

King Soopers-Commerce City

February 2022 to August 2022

- Ensured customer satisfaction
- Pick customer orders in a timely manner
- Take out customer orders
- Assist in running the department and managing my coworkers
- Ensuring orders are accurate

Produce Clerk

King Soopers-Commerce City

September 2019 to December 2020

- Ensured customer satisfaction
- Maintained sales floors by keeping the tables, wet rack and salad wall stocked and organized
- Aided in the management of my fellow coworkers
- Assisted in the ordering of products for the department
- Maintained a clean work environment
- Maintained produce inventory
- Trained new employees

Assistant

Sticky Creations-Aurora, CO

September 2016 to September 2019

- Take orders, work with customers on design layouts.
- Deliver design layouts to the employer and explain what the customer requested.
- Aide in the delivery of parcels to the Post Office, fill out customs forms.
- Weed vinyl graphics, apply top sheet, cut for final production and package product for shipping.
- Provide customer service.
- Maintain a clean work environment.

Education

Diploma

Northfield High School-Denver, CO

September 2015 to May 2019

Skills

- Ethernet
- Phone etiquette (1 year)
- Microsoft Excel
- Materials handling
- Social media management
- Leadership
- Produce Experience
- Ability to adapt to new equipment & technology.
- Order fulfillment
- Heavy lifting (4 years)
- POS (1 year)
- Negotiation
- Warehouse experience - Warehouse experience (1-2 years)
- Pallet Jack
- Typing
- Microsoft Word
- Hand tools (5 years)
- Ability to problem solve and interact with others for new and different ideas.
- Have 7 years of experience working with customers.
- Electrical experience
- Time management (3 years)
- Order Picker
- Analysis skills
- Customer service (7 years)
- English (10+ years)
- Electric pallet jack
- Purchasing
- School experience
- Manufacturing
- Cash register
- Office experience
- Help desk
- Retail sales
- Computer skills (7 years)
- Power tools
- Search engines
- Responsible when given a task to complete.
- Procurement

- Communication skills (7 years)
- Inventory Control
- Reach truck
- Mechanical knowledge
- Cash handling (4 years)
- Data entry
- Computer literacy (5 years)
- Soldering
- Supervising experience (3 years)
- Basic math
- Schematics
- Inventory management
- Organizational skills (3 years)
- Administrative experience
- E-Commerce
- Ability to work well with people of diverse backgrounds.
- Understanding and following work rules and procedures
- Troubleshooting

Certifications and Licenses

Driver's License

Pallet Jack Certification