

ISRAEL DEL MORAL

359 E Allen Street, Castle Rock, CO 80108 · 787-505-6329
yetyselmo@yahoo.com

I am a professional with a talent for creating a performance-driven mindset. Excellent eye for continuous process improvements. A leader known for building talent base, with 15 years of experience in the customer service and managing environment. I'm seeking to establish in a position with a progressive company in which my prior experiences, abilities and performance can have an impact on productivity and growth.

PROFESSIONAL ASSETS

- Safety Focused
- 15+ Years in Customer Service
- Process Improvement
- Development and Leadership
- Expense and Inventory Control
- Leadership, Communication and Training Skills

EXPERIENCE

JUNE 2021— MAY 2022

DELIVERY DRIVER/COURIER, FEDEX GROUND

Responsible for a commercial weekday route and a residential weekend route as part of the final mile logistics team for M&D Belanger, a third-party contractor for FedEx Ground. Main function was to ensure that recipients receive their packages and/or other items on a timely manner, or get their packages picked up according to predetermined pick up windows.

- Safely operating a commercial vehicle in a wide variety of conditions and while loading and unloading packages
- Use of navigation systems
- Use of handheld device for to record all activities for the day
- Maintained security of all packages and equipment assigned for the day
- Communicating with dispatchers, drivers, and other team members to make deliveries and hit goals
- Meeting delivery or pickup deadlines
- Performing truck inspections
- Loading and unloading cargo
- Obtaining clients or customers signatures when needed
- Tracking shipments and deliveries

OCTOBER 2018—JUNE 2021

ROUTE SERVICE SALES REPRESENTATIVE (SSR), CINTAS

Responsible for developing and maintaining relationships with customers, replacing used and/or outdated products, servicing equipment and helping identify additional product needs and/or services that would further benefit the customer.

- Managed closing data and end of day reporting including status of Sales Quota, growth potential for existing customer and opportunities of new markets.
- Managed new accounts set up and Installation
- Developed route Logistic, set up and driver guidebooks
- Account reconciliation and account receivable
- TOP ACHIEVEMENTS:
 - First place winner of “TORE Growth account program”
 - Ranked top 5 SSR, for 2 consecutive quarters, for sales and customer satisfaction

OCTOBER 2017 – SEPTEMBER 2018

SUPERVISOR, TOYS R US

Responsible for working with the team member on Customer Service, Selling Skills and product Knowledge.

- Performed a variety of activities aimed at driving sales and promoting and managing the training and development of associate.
- Served as Subject Matter Expert for all business initiatives
- Implemented and executed business initiatives
- Coordinated and delivered department trainings
- Reviewed Sales Reports and provided insight on opportunities to promote sales

2009 – 2017

SUPERVISOR, AUTOEXPRESO

Responsible for overseeing call center and Walk-in customer service center, handling inquiries, billing, and account charges for the “Auto-Expreso” Toll program.

- Prepared source data for computer entry by compiling and sorting information.
- Managed Call Center with 150+ CSR’s
- Monitored and Observed service calls with the purpose of training and quality control.
- Analysis of payment data and reporting.
- End of Day Deposits and Reporting
- Recruiting and Labor Management
- Top Achievements:
 - Successfully developed and deployed new system integration of remote billing stations for 2 regional customer service centers.
 - Promoted to Supervisor within the first 12 months.
 - Achieved Senior Supervisor for Walk-In Center

EDUCATION

12-1996
BA Management
INTERAMERICAN UNIVERSITY OF PR, BAYAMON, PR

CERTIFICATIONS

LSS WHITE BELT
SMITH PROGRAM DRIVER

SKILLS

- Oral communication in both English and Spanish
- Computer knowledge in Microsoft Office.
- Interpersonal and communication skills with the ability to work in a team environment with minimum supervision
- Detail Oriented
- Responsible
- Innovative
- Highly Organized
- Self-Starter
- Motivated
- Willing to learn to improve job skills and performance