

***Hector Mendoza***  
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**OBJECTIVE:** Seeking employment that will allow me to utilize and enhance my skills and experience.

**PROFESSIONAL EXPERIENCE:**

***May-Oct 2013 Manpower/Sourcegas***

Answered calls all day and provide the best customer service possible. Put in work orders when gas needed to be turn on or off.

***Mar-June 2013 O'reilly Los Angeles***

Delivered parts to shops, take payments in cash or with credit/debit card. Also try to sale other parts that the customer might need. Stock back room to make to make sure we can easily find parts. Organize everything in the store.

***2012-2013 TRG/Worksource***

This is a metal recycling company; we buy all kinds of metal. I worked in the scale house weighting customers in and out, and paying them for the materials. I handle cash all day long and provide the best customer service possible. File all the paper work at the end of the day and also count drawers make sure we're not short or over with money. Answer phones all day long to provide answers to customers' questions.

***2011-2012 Janitorial Systems***

Insides sales and operations director assistant. Go to clients and make sure they don't have any complaints of the cleaning service we provide or if they have any other issue. Take care of new contracts and cancellations. File all paper work from all the accounts. Offer new or existent clients extra services or new services.

***2010-2011 Manager Wireless One Stop (AT&T)***

Sales of cell phones, TV, Home phone service. Assist with customer service. Answer phones to assist and provide information. Help customers with bills and account. Make sure customer leaves the store happy. I was also managing the store. Do deposits every night after closing time. Make sure phone and accessory inventory is good. Handle all cash every day and do deposits at closing time.

***2007-2009 Sales Rep. C2P Wireless (AT&T)***

Sales of cell phones, high speed internet, T.V, and home phone service. Assisted with customer service. Answered phones to assist and provide information. Help customers with bills and account problems. Make sure customers leave the store satisfied and happy with our services.

***2006-2007 Sales Rep. CPW (AT&T)***

Sales, customer service, answer phones, help customers with bills and account problems. Make sure customers leave the store satisfied and happy with our service.

***2005-2006 Maintenance Freeze-N-Store***

Fix forklifts and charge batteries for next shift to use. Go around the factory to make sure everything is working well and nothing is broken. When not busy, I would help other employees with other work.

**EDUCATION**

Dallas Christian College - attended 2004-2005 Springdale High School graduate.

***2013 Special Training***

***SECURITY RETAIL GROUP***

Trained and certified in the following areas of Loss Prevention:  
Credit Card Fraud. Legal Procedures, Arresting Techniques,  
False Imprisonment, Evidence, Investigations, Report Writing,  
Lawful Searches, Bomb Threats and Accident Prevention.

**REFERENCES:**

Available Upon Request