

Manuel Zapata

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Work Experience

Order selector/Delivery Driver

Team Packaging - Colorado

June 2021 to Present

- Prepares orders
 - Processes order requests
 - Packing boxes
 - Marking and labeling stock
 - Maintains a clean and safe work environment
 - Creates detailed inventory reports
 - Assist in unloading trucks and checking in products
 - Sort items according to organizational standards
 - Lift heavy objects
 - Following the best practices for safety, both on the road and while loading or unloading a truck
 - Communicating with dispatchers, drivers and other team members to make deliveries
 - Meeting delivery deadlines
 - Performing basic truck maintenance
 - Loading and unloading cargo
 - Tracking shipments and deliveries
 - Obtaining client or customer signatures when needed
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- Loading, unloading, shipping, and receiving warehouse items.
 - Transporting materials to different locations within the facility.
 - Optimizing loads to ensure operational efficiency.
 - Securing loads to the machine before transportation.
 - Inspecting for damages to vehicles.
 - Scheduling vehicles for maintenance and repairs.
 - Operating and managing technical equipment.
 - Managing inventory by utilizing RF scanning equipment.
 - Picking and wrapping orders for shipment.
 - Identifying workplace safety hazards.
 - Adhering to safety management standards.
 - Adhering to production schedules.

Delivery Driver Box Truck

Passanante's Home Food Services - Colorado

March 2021 to Present

We deliver premium meats and groceries, install refrigerators and provide everything with high quality standards in customer service

Retail Merchandiser

SAS Retail Services LLC - Denver, CO

October 2020 to Present

- Activity: Plan and develop merchandising strategies that balance customers' expectations and company's objectives
- Analyze sales figures, customers reactions and market trends to anticipate product needs and plan product ranges/stock
- Maximize customer interest and sales levels by displaying products appropriately
- Produce layout plans for stores and maintain store shelves and inventory
- Monitor stock movement and consider markdowns, promotions, price changes, clear outs etc
- Build constructive customer relationships and team with channel partners to build pipeline and close deals
- Remain up to date with industry's best practices

Delivery Driver

Postmates/UberEats - Denver, CO

September 2019 to Present

Organize the transport route based on the order and the location of the address where the delivery must be made.

Drive the vehicle from the place of manufacture or sale to the home.

Pay the order, taking care that the customer service is correct.

Register the transaction carried out: delivery address, delivery time, incidents, etc.

Where appropriate, it uses the application of the platform where it offers its services to manage the time of home delivery and keep track of the set of orders assigned to it.

Manager

Colorado Tracking Service - Aurora, CO

2019 to 2021

Planning of the activities carried out within the company, Organize the entity's resources. Define where the company is going to be directed in the short, medium and long term, among many other tasks

Setting a series of objectives that mark the direction and the work of the organization. Create an organizational structure based on competition, the market, and external agents to be more competitive and gain more market share study the different financial, administrative, marketing matters, etc

Laborer

Consolidated Divisions Inc - Sedalia, CO

August 2019 to August 2020

- Activity: Work in a safe, efficient, manner wearing proper protective equipment at all times while working
- Install and remove Silt Fence
- Install protection to Storm Inlets

- Work with heavy duty hand tools (sledge hammer/shovels, etc.)
- Install various types of erosion control measures (BMPs) as prescribed by reporting agencies
- Present a professional, positive, and helpful attitude at all times while interacting with customers and co-workers
- Work to make sure client sites are clean and presentable after installing BMPs
- Operations of heavy machinery and equipment
- Other duties as assigned

Technician

Le Meridian hotel - Denver, CO

February 2019 to August 2019

- Activity: Inspect hotel regularly to ensure it meets safety standards
- Arrange for routine maintenance in hotel rooms, lobbies and facilities (e.g. kitchens, tennis courts)
- Organize repair projects in a manner that does not disturb guests
- Act fast to resolve emergency issues (e.g. power outages)
- Find ways to reduce hotel operating costs and conserve energy
- Manage relationships with contractors and service providers
- Maintain budgets, expenses and activity logs

Technical support executive and Team leader

ARVATO BERTELSMANN

2014 to 2016

ARVATO BERTELSMANN

Activity: Installing, configuring and trying new operating software, application and improvement of the software, keeping watch and maintaining information of technology systems and nets. Documenting procedures of installation, configuration and elaborating the maintenance calendar. Locating problems in the net and the system, associating with the users to evaluate needs and technical problems, support the team, documenting the users' problems and giving recommendations for the formation and recommendations to improve the system.

Education

Diplomatura terminada in marketing

University EAN CI - Bogotá, Cundinamarca

2015

Skills

- TECHNICAL SUPPORT
- Help Desk
- Operating Systems
- ATS
- Computer Networking
- Load & Unload (1 year)

- Driving Experience (2 years)
- Microsoft Windows
- Delivery Driver Experience (2 years)
- LAN
- Planograms
- WAN
- Network Support
- Ethernet
- Logistics (1 year)
- Installation (3 years)
- CCTV (3 years)
- Security System Experience (3 years)
- Security (3 years)
- Manager (1 year)
- TCP/IP
- IT Support (5 years)
- Software Troubleshooting (5 years)
- Remote Access Software (5 years)
- Tow truck (1 year)
- Delivery driver experience (1 year)
- Box truck (1 year)
- Surveillance (3 years)
- CCTV (3 years)
- Problem-solving
- Flexibility
- Team Work
- Reliability
- Supply chain (1 year)
- Logistics (1 year)
- Forklift (1 year)

Languages

- English - Fluent
- Spanish - Expert

Certifications and Licenses

DOT Medical Card

March 2021 to March 2023

Assessments

Teamwork: Interpersonal skills — Highly Proficient

October 2020

Responding to challenging team situations at work

Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

January 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Cognitive ability — Proficient

May 2020

Combining pieces of information to form general rules or conclusions.

Full results: [Proficient](#)

Work style: Reliability — Proficient

January 2021

Tendency to be dependable and come to work

Full results: [Proficient](#)

Delivery driver fit — Highly Proficient

January 2021

Measures the traits that are important for successful delivery drivers

Full results: [Highly Proficient](#)

Work style: Conscientiousness — Highly Proficient

January 2021

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Highly Proficient](#)

Warehouse associate — Highly Proficient

September 2020

Assesses the tendencies that are important for success in warehouse roles

Full results: [Highly Proficient](#)

Retail customer service — Proficient

September 2020

Comprehending and responding to retail customer needs.

Full results: [Proficient](#)

Interstate truck driving — Highly Proficient

October 2020

Regulations and safe driving practices for long-distance trucking

Full results: [Highly Proficient](#)

Working with MS Word documents — Highly Proficient

October 2020

Knowledge of various Microsoft Word features, functions, and techniques

Full results: [Highly Proficient](#)

Forklift safety — Proficient

September 2020

Best practices and safety hazards in forklift operation

Full results: [Proficient](#)

Attention to detail — Highly Proficient

January 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Highly Proficient](#)

Delivery driver — Proficient

October 2020

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

Sales skills — Proficient

September 2019

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Proficient](#)

Work style: Perseverance — Highly Proficient

October 2020

Staying focused on a long-term goal despite difficulties, valuing productive use of one's time, and striving for excellence

Full results: [Highly Proficient](#)

Social media — Proficient

October 2020

Knowledge of popular social media platforms, features, and functions

Full results: [Proficient](#)

Scheduling — Proficient

May 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Proficient](#)

Basic computer skills: PC — Proficient

September 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Proficient](#)

Work style: Reliability — Proficient

January 2021

Tendency to be dependable and come to work

Full results: [Proficient](#)

General manager (hospitality) — Highly Proficient

January 2021

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Highly Proficient](#)

Work style: Reliability — Proficient

January 2021

Tendency to be dependable and come to work

Full results: [Proficient](#)

Attention to detail — Highly Proficient

January 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Interstate truck driving — Highly Proficient

October 2020

Regulations and safe driving practices for long-distance trucking

Full results: [Highly Proficient](#)

Mechanical knowledge — Proficient

February 2021

Understanding and applying mechanical concepts and processes

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

January 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Retail customer service — Highly Proficient

February 2021

Comprehending and responding to retail customer needs

Full results: [Highly Proficient](#)

Work motivation — Expert

January 2021

Level of motivation and discipline applied toward work

Full results: [Expert](#)

Automotive maintenance — Proficient

February 2021

Knowledge of vehicles, vehicle maintenance, and repairs

Full results: [Proficient](#)

Customer service manager — Proficient

February 2021

Managing customer service representatives and resolving customer issues

Full results: [Proficient](#)

Security guard skills — Highly Proficient

February 2021

Assessing risks, enforcing security standards, and handling complaints

Full results: [Highly Proficient](#)

Night auditor (hotel) — Expert

February 2021

Selecting hotel rooms based on verbal requests and identifying errors in hotel data

Full results: [Expert](#)

Recruiting — Proficient

February 2021

Managing the candidate sourcing and selection process

Full results: [Proficient](#)

Delivery driver — Proficient

October 2020

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

Mechanical knowledge — Proficient

February 2021

Understanding and applying mechanical concepts and processes

Full results: [Proficient](#)

Work style: Reliability — Proficient

January 2021

Tendency to be dependable and come to work

Full results: [Proficient](#)

Attention to detail — Highly Proficient

January 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Work motivation — Expert

January 2021

Level of motivation and discipline applied toward work
Full results: [Expert](#)

Retail customer service — Highly Proficient

February 2021

Comprehending and responding to retail customer needs

Full results: [Highly Proficient](#)

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

Additional Information

COMPUTER SKILLS

Office: intermediate

Repair computer: Technical support