

Miguel Herrera

Bi-lingual customer service professional seeking to expand my opportunities

Colorado Springs, CO 80909

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I have been in the customer service and satisfaction field for over 25 years with over 20 years managing businesses. I am CPR and BLS certified. I am currently attending Pikes Peak State College to obtain my certification in phlebotomy and medical billing and coding.

Authorized to work in the US for any employer

Work Experience

Store Manager

Affordable Used Appliances - Colorado Springs, CO

June 2022 to Present

- Receive and process inventory.
- Provide exceptional service to all customers.
- Diagnose parts needs and recommend sales.
- Sell appliances and assist with warranty and delivery including loading appliances.
- Handle customer complaints and warranty claims with a professional demeanor.
- Maintain inventory including ordering parts and unit requests.
- Maintain cash control and daily deposits, perform cash control audit with corrective action planning.
- Review P&L for accounting and inventory variances and margin tracking.
- Complete and file invoices for billing.
- Perform general maintenance and housekeeping of work area and sales floor.

Production Manager

G.L. Industries - Colorado Springs, CO

October 2020 to June 2022

- Assessed levels of production by reviewing logs, reports, and datasheets, and implemented corrective action to meet objectives.
- Directed employees in compliance with federal safety and environmental regulations and operational standards.
- Audited operations to verify conformance with production, safety, and quality standards.
- Lead and monitored projects to improve inventory and cost control, product delivery timelines, and overall team productivity.

Shift Leader

Modern Market - Colorado Springs, CO

March 2020 to October 2020

- Supervised hourly and temporary personnel, provided work direction, and reviewed work processes.
- Coordinated work handoffs and schedules with managers. Monitored staff resources and projected future needs.
- Addressed and resolved customer inquiries and complaints to restore satisfaction.

- Managed inventory to keep enough product on-hand and implemented strategies to move nearly expired items.

General Manager

Einstein Bros Bagels - Colorado Springs, CO
October 2018 to March 2020

- Scheduled front and back-of-house staff and anticipated high volume traffic to deliver customer service levels in line with company standards.
- Recruited, interviewed, hired, and trained staff according to company service-oriented values.
- Increased productivity and employee retention, improved operations and built good relationships with team members.
- Received goods from suppliers, rotated products and maintained safe storage practices to avoid spoilage.

General Manager

U.S. Beef Corporation dba Arby's - Colorado Springs, CO
June 2016 to October 2018

- Increased productivity and employee retention, improved operations, and built good relationships with team members.
- Led by example as role model for company core values and company culture.
- Organized and conducted pre-shift meetings to review specials, menu changes, and house counts.
- Labeled products correctly with prices and use or sell-by dates

General Manager

Wendy's - Colorado Springs, CO
August 2015 to June 2016

- Scheduled front and back-of-house staff and anticipated high volume traffic to deliver customer service levels in line with company standards.
- Recruited, interviewed, hired, and trained staff according to company service-oriented values.
- Inspected cleanliness of restaurant and operations to maintain compliance with food safety and sanitation regulations.
- Supervised food service workers to keep the kitchen moving and provide every customer with a hot, fresh meal.

Asset Protection Manager

Sam's Club - Colorado Springs, CO
August 2011 to August 2015

- Monitored action plans and controls for high shrink retail store locations.
- Conducted internal audits to detect areas of vulnerability or policy violations.
- Conducted investigations related to theft, fraud, large cash losses, robberies, and burglaries.
- Supported development and implementation of physical security tools, including alarms and surveillance cameras.
- Monitored and analyzed statistical data related to inventory or cash losses.

Education

College in Medical Billing & Coding and Phlebotomy

Pikes Peak State College - Colorado Springs, CO

May 2023 to Present

Skills

- Inventory management (10+ years)
- Compliance Management (6 years)
- Recruiting (10+ years)
- Management (8 years)
- Restaurant experience (10+ years)
- Kitchen experience (10+ years)
- Food service management (10+ years)
- Employee Evaluation (10+ years)
- Team Management (10+ years)
- Pricing (10+ years)
- Production Management (10+ years)
- Sales (10+ years)
- Inventory management (8 years)
- Customer service (10+ years)
- Schedule management (10+ years)
- Problem management (8 years)
- Planograms
- Process improvement
- Cleaning
- Coffee experience
- Warehouse experience
- Warehouse distribution
- Data collection
- Windows
- Produce
- Social media management
- Driving
- Quality control
- Store management
- Freight
- Merchandising
- Guest services

- Employment & labor law
- Financial report writing
- Human resources
- Cooking
- Budgeting
- Forecasting
- Operating systems
- Financial management
- Employee relations
- Retail sales
- Spanish
- Conflict management
- Analysis skills
- Bilingual
- Profit & loss
- P&L Management
- Clerical experience
- Customer support
- Retail Management
- Strategic Planning
- Interviewing
- Sales Management
- Change Management
- Negotiation
- Medical terminology (1 year)
- Medical record terminology (1 year)
- Customer support
- Phone etiquette
- Microsoft Excel
- Customer service
- Communication skills
- Data entry
- Google Suite
- Writing skills
- Google Docs
- Budgeting
- Driving
- Leadership
- Management
- Computer skills

- Data collection
- Microsoft Outlook
- Organizational skills
- Order entry
- Inside sales
- Typing
- Sales management
- Microsoft Access
- Guest services
- Customer relationship management
- Sales
- Supervising experience
- Restaurant experience
- Medical records
- Direct sales
- Team management
- Social media management
- Conflict management
- Financial management
- Horticulture
- Problem management
- Interviewing
- Documentation review
- Compliance management
- Anatomy knowledge
- Continuous improvement

Languages

- Spanish - Intermediate

Certifications and Licenses

Food Handler Certification

Driver's License

September 2021 to September 2026