

ANGEL F GARCIA-PRIETO

Wheat Ridge, Colorado 80033 – Cell Phone (347) 324-9430 afg330@gmail.com

Professional Summary

Reliable and optimistic bilingual customer service professional with over 10 years of experience assisting customers in solving complex issues.

Skills

- Customer service-oriented • People-oriented
- Strong work ethic
- Bilingual in Spanish
- Superior organizational ability • Staff training and development • Goal-oriented
- Excellent communication skill

Work History

Dispatcher Representative

December 2022 - January 2026

US Cemex South West Division - Naples, FL

- Coordinate with production and yard personnel to scheduled deliveries, factor in truck capacity, delivery distances and unloading time.
- Working closely with customer and sales representatives to optimize delivery schedules.
- Assign drivers for concrete product deliveries and generate sales reports.
- Ensure high levels of customer satisfaction and promptly address any service quality issues.
- Cultivate internal relationships to understand and fulfill customer needs.
- Record mix components for each load and maintain driver communication to streamline deliveries.
- Generate and manage invoices, delivery tickets and shipping service.

Housekeeper Supervisor Inspector

2021 to 2022

Royal Shell - Sanibel, Florida

- Inspect private vacation homes to ensure that the cleaning crew has met our high standards and that the property is ready for our next guests.
- Multi-tasking, enjoy fast-paced work, good with technology, and have an eye for detail.
- Develop and implement work orders, ensuring that housekeeping staff follows and completes them promptly.
- Oversee the work of all housekeeping staff members, and provide support where required.
- Identify security concerns, and report any damages, theft, or found articles to management.

Night Dispatcher

2018 to 2021

Scotlynn USA Division - Fort Myers, Florida

- Handling high telephone call volumes in a courteous, efficient manner during evening, night, and weekend hours.

Angel F. Garcia-Prieto Cell (347) 324-9430 afg330@gmail.com

- Scheduling and verifying pick-up and delivery appointments with shippers and receivers.
- Working with carriers/drivers to monitor loading, unloading, and time-management of freight transit.
- Identifying and solving existing and potential problems; involving the supervisor and contacting the account manager to resolve problems as necessary.
- Performing data entry; entering accurate notes and updating the fleet management system regarding activity during shift.

Facilities

2015 to 2017

ASPCA – New York, New York

- Carpet and upholstery vacuuming, cleaning and extraction.
- Collect and remove trash and recycling containers out of and into the building. Reline all trash and recycle containers.
- Perform duties as a Fire Safety Team member.
- Deliver off site & have vehicles cleaned.

Freight Elevator Operator

2014 to 2015

Planned Building Services, Inc. – New York, New York

- Manually operate the freight elevator.
- Assist Fed-Ex, UPS and tenants with packages.
- Maintain and clean the elevator.
- Concierge: answer phones, assist tenants with any concerns with the building and relay to the maintenance team, obtain and hold envelopes for tenants.

Logistic/ Sales Floor Team Leader Supervisor

2005 to 2010

Target Company – White Plains, New York

- Managed a staff of 15 employees and worked on their schedules weekly.
- Complied with federal, state and company policies, procedures and regulations.
- Reviewed files, records and other documents to obtain information and respond to requests.
- Assigned tasks to associates, staffed projects, tracked progress with the team.
- Updated managers, partners and clients as necessary.
- Greeting customers in a timely fashion. Recommended merchandise to customers based on their needs and preferences. Responding to customer questions and requests in a prompt and efficient manner.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
- Contacted other store locations to determine merchandise availability.
- Completed all cleaning, stocking and organizing tasks in the assigned sales area.
- Build relationships with customers to increase likelihood of repeat business.

Education

High School Diploma: Electronics

2001-2005

Samuel Gompers Career & Technical Education High - Bronx, New York