

JOSE OSUNA

CONTACT

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SKILLS

- Network structure and development
- Bilingual fluent Spanish
- Critical thinking skills
- Computer proficiency
- Attentive listening, empathetic
- Conflict management

PROFESSIONAL SUMMARY

Multi-lingual proven experienced customer service representative. Purpose driven delivering results accros multi-depts. Ready to prosper in a new enviorment applying over 12 years customer satisfaction to role.

WORK HISTORY

Lead Certified Operator, 05/2020 to Current **IHC Scott - Denver , USA**

- Operate various types of heavy equipment
- Lead team with plan of the day
- Mass-X, overlot, finish as required
- Read job blueprints for understanding
- Set grade stakes with Trimble system
- Read/interpret grade stakes
- Heavy equipment pre/post maintance
- Coordinating and verifying utility markout
- Observe and follow safety requirements
- Team player, can do attitude

Certified Store Manager, 07/2006 to 05/2020 **Walgreens - Thornton, USA**

- Monitors and analyzes the customer service
- Analyze full store and pharmacy operations
- Daily planning and execution
- Business performance management
- Busines Planning
- People and performance management
- Training and personal development

EDUCATION

High School Diploma : General , 05/2007 **Frederick High School - Frederick**

Pharmacy Technician Certificantion : Pharmacy **PTCB - Thornton**

- State mandated license to practice pharmacy.