

Uriel Ramirez

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Seeking a professional position that will provide me an opportunity to utilize my skills and abilities with the potential for advancement.

Profile _____

Motivated, personable individual with 15+ years of experience in customer service, sales and marketing. Talent for quickly mastering technology - fully proficient in troubleshooting and hands-on mechanical applications. Customer service, product knowledge, quality focus and attention to detail, problem solving, and multi-tasking

Work Experience

Service Writer/Advisor

PURIFOY CHEVROLET

July 2022 to October 2022

- Interact with customers, listen to their questions and concerns and provide timely responses.
- Educate clients about the company's products, services and offers.
- Schedule appointments, take orders, monitor service progress, calculate charges and process payments.
- Review customer accounts and report changes to internal staff.
- Manage complaints, returns and resolve customer grievances.
- Record customer details and transactions.
- Serve as a customer relationship manager.
- Serve as a link between customers and different departments in the organization.

Service Engineer

Methods Machine Tools Inc. - Tempe, AZ

October 2021 to July 2022

- Performing electrical and mechanical work
- Utilizing diagnostic equipment, such as multimeters and infrared scanning equipment
- Inspecting the condition of equipment according to warranty agreements
- Ordering replacement parts as needed
- Troubleshooting hydraulics, electronics and software
- Working with other contractors and maintenance personnel
- Tracking and logging work orders
- Conducting testing, and adjusting systems and parts
- Cleaning and maintaining work areas and equipment

Dispatcher

Transwest - Denver, CO

March 2017 to October 2021

- Monitoring routes and directing drivers

- Planning, plotting and organizing routes for efficiency and effectiveness
- Preparing orders and picking materials for drivers
- Communication with customers and establishing accurate time frame delivery quotes
- Ensure timely payments are processed and accounting procedures are accurate

Assistant Manager

AMES TAPING TOOLS

March 2013 to December 2017

- Responsible for assigned commercial accounts to include customer follow- up, account maintenance, and assisting and partnership with outside sales personnel
- Creating and handling purchase orders based on inventory and marketing techniques
- Accounts payable and receivable - balancing cash and credit card transactions and reconciliation of bank deposits
- Exceed store rental revenue projections and sales goals
- Merchandising and marketing products and showroom exhibitions
- Warehouse organization and material handling for safe, effective and efficient layout
- Resolution of customer service issues in a timely and professional manner
- Inventory control for tool and merchandise audits

LUIS AUTO

✓ AUTOMOTIVE TECH/MAY 2019-PRESENT (PART-TIME)

- Inspect, test and repair automotive inventory, including brakes, suspension, electrical systems, and engine maintenance

Education

Adams City High School

2008

Skills

- Flexible and versatile
- able to juggle multiple projects under pressure. Excellent with deadline-driven environments. Team oriented with analytical expertise. Skills Summary _____
- Bilingual
- Proficient in
- Accounts English/Spanish Microsoft receivable
- both verbal applications and payable and written including
- Data Entry
- interpersonal skills Powerpoint and Proficient in 10-
- Diagnosis and repair all Google key, typing and of automotive applications office equipment systems including electrical, and mechanical
- File spreadsheets
- Excellent organization Excel
- Word

- communication and Outlook
- Suspension
- Oil Change
- Brake Repair
- Mechanic Experience
- Customer service
- Spanish