

## **Victor M. Valdez**

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### **Objective –**

To be selected for a position with CMG as a Delivery Driver/Warehouse, which utilizes my skills and talents, previous experience and facilitates my personal growth.

### **Education & Certificates –**

Front Range Community College – Westminster Colorado

Certificate – A+ and Network +

### **Experience –**

**Vermeer Colorado**

**06/2023 – 02/2025**

#### **Warranty Administrator, Parts Consignment Clerk**

- Create workorders
- Correct workorders
- File claims on parts and labor
- Return requested parts back to Vermeer Corporate
- Return requested parts back to Kohler/Deutz/Kubota
- Claims for Vermeer Drills/Stump cutters/Vacs
- Claims for Kohler engines
- Claims for Deutz engines
- Claims for Kubota engines
- Managed inventory for consignments
- Parts inventory for consignments
- Year-end inventory
- Stock Inventory
- Work with Vermeer Corporate on Pre-approved work
- Customer Service
- Translator for Spanish speaking clients
- EBS data base
- Counter sales

**All Copy Products/Verticomm Technologies**

**01/2021 – 06/2023**

**Purchasing Agent, Inventory Clerk Specialist, Warehouse Admin**

- Creating purchase orders for corresponding sales orders
- Communicating with vendors for estimated time of delivery/updates
- Receive purchase order
- Receive product into inventory
- Investigating and disputing any price discrepancies with vendors
- Correcting any price discrepancies on purchase order/sales order
- Assisting accounts payable with any price changes
- Keeping a record of all inventory that is received and shipped
- Quarterly cycle counts
- Master of E-automate database system
- Create return merchandise authorization form (RMA)
- Provide credit to accounts payable (from RMA)
- Create return to vendors form (RTV)
- Create shipping label for the RTV
- Excellent customer service for clients (internal & external)
- Connect Wise database system use
- Update Connect wise project/service tickets (as product arrives)
- Assist technicians with any questions on product or items needed for projects.
- Order inventory stock as needed.
- Create Bid Requests for all items used for internal use.
- Assist clients over the phone or email (as needed)
- Assist sales reps with shipping and tracking products
- Strong Spanish speaking skills
- Master of UPS world ship
- Find better pricing on product through vendors
- Strong skills with Microsoft Word, Excel, Outlook – etc.

**Complete Business Systems, Arvada Co.**

**07/2016 – 09/2020**

**Copier Technician, Warehouse Worker, Parts Technician**

- Building and programming new Savin and Kyocera copier units

- Rebuilding and refurbishing used copier units
- Superb troubleshooting skills
- Loading and delivering copier units to customers
- Setting up units in customers facilities
- Providing an explanation of the copiers functions to customer
- Providing excellent customer service to clients
- Outstanding research skills
- Excellent public contact skills
- Pulling toner orders for clients, shipping via ups or delivering in person
- Inventory on copiers, supplies and parts
- Ordering all copier supplies and parts
- Strong computer skills: Microsoft office (Word, Excel and Power Point)
- Expert data entry skills: Microsoft Access, E automate
- Create returns for Savin and Kyocera parts and supplies that are not used
- Assisting clients on customer pickups
- Order fulfillment
- Assisting internal customers (sales team, admin team, service team)
- Assisting admin team with certain billing questions
- Assisting sales team with delivery set-ups, returns and ETAs
- Assisting service team with parts and supply ordering, for clients
- Phone answering, providing great customer skills over the phone
- Addressing ETAs with clients
- Strong Spanish speaking skills, bilingual
- Grounds work on company facility as needed
- Trash pick and removal as needed
- Replace signs on company property
- Salt and shovel sidewalks when it snow
- Delivering and installing Copiers on customer sites

**Front Range Community College, Westminster Co.**

**04/2013 – 05/2016**

**Student Information Technology Technician for: The Westminster Campus**

- Providing Customer Service to faculty, students and staff members, with minor and major technical issues in person and over the phone.
- Strong customers service skills
- Guide students and faculty through email set-up, password resets and explanation of rules and regulations for use of computers on campus and across campus.

- Use data entry skills to process work orders into Track-it system, log and manage work orders for self and other technicians as instructed.
- Close work ticket upon completion of work
- Strong computer skills Microsoft Office Suite (Word, Access, Excel and PowerPoint) as well as the FRCC Intranet
- Creating work cases with Microsoft for items with warranty such as monitors, printers, computers and various technology supplies.
- File and keep track of various Microsoft work cases.
- Train new student workers on customer service, deployment of work stations, computers, phones, monitors, fax machines, scanners, printers and software.
- Experience with correcting student computer accounts.
- Perform software updates where needed
- Deploy phones, computers, printers, fax machines and all IT technology.
- Move all IT equipment during faculty and staff moves, reset work stations in appropriate location.
- Escalate work tickets to appropriate technician when needed
- Strong Spanish speaking skills, bilingual
- Strong public contact experience
- Excellent troubleshooting skills
- Phone answering
- Strong typing skills
- Strong research skills

**Total Beverage, Thornton Co.**

**10/2015 – 09/2016**

**Sales Associate/Cashier**

- Assisting customers with choices selections
- Suggesting products for customers
- Stock beverages in the correct location
- Excellent cash handling experience
- Detailed orientated
- Strong multi-tasking skills
- Assisting Spanish speaking customers with choice selection
- Daily auditing of cash drawer when cashiering
- Stock beverages in cooler
- Responsible for facing the store when closing
- Assisting customers with carry out
- Keeping up to date and understanding the rules and regulations of alcohol consumption laws in Colorado
- Excellent customer service skills

- Retrieving shopping carts
- Set up displays in store

**Blue Rhino, Henderson Co.**

**05/2014 – 08/2014**

**Production Associate**

- Hang propane gas tanks to start the production line
- Wash returned propane gas tanks
- Cover gas knob with foil to prepare for paint
- Fill tanks with propane
- Test tank to make sure seal was on correctly
- Palletize, put in storage and await transport to local distributors

**Target, Westminster Co.**

**10/2013 – 12/2013**

**Cashier/Sales Associate**

- Provide excellent guest service
- Stock Merchandise in appropriate location
- Face merchandise and products by stores close
- Assist guests with finding products or locations in the store
- Check out guest on register
- Assist with carry out
- Help with retrieving shopping carts
- Set up seasonal displays in store
- Assist Spanish speaking guests
- Strongly detail orientated
- Suggesting certain products when guests acquire information
- Cross trained in multiple departments
- Excellent multi-tasking skills

**Curbside Data Control, Aurora Co.**

**04/2012 – 11/2012**

**Production Worker**

- Sort all types material for recycling, including all paper types, metal, plastics and electronics
- Shred confidential material, tax information, bank statements
- Assist customers with personal and confidential material
- Prepare confidential material for industrial shredder

**Big Lots, Arvada Co.**

**11/2011 – 04/2012**

**Sales Associate**

- Provide Excellent customer service
- Stock merchandise in proper location
- Assist Spanish speaking customers
- Set up displays
- Strong customer service skills
- Help customers with carry outs
- Recover shopping carts
- Excellent detail orientation
- Face products by stores close

**Interstate Packaging, Denver Co.**

**12/2008 – 01/2011**

**Warehouse Manager**

- Inventory all shipping and packaging products
- Take orders from customers on phone
- Strong computer skills, use of Microsoft Office Suite (Word, Excel, Access and Power Point).
- File proof of purchase receipts from vendors
- Write and file receipts for customers
- Deliver packaging products to customers
- Strong detail skills
- Assist with Spanish speaking clients
- Deposit checks and cash by evenings close

**Professional References:**

RICK SANDOVAL

Purchasing / Inventory Manager – Verticomm Technologies

Colleague

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KEVIN HAMMER

Senior Manager of Global IT – Water for People (non-profit)

Professional Service Manager -- Verticomm Technologies

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Zack Zimmerman

Warehouse Manager/Former Field Tech – Complete Business Systems

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