



William Cartagena

📍 Highlands Ranch, CO 80126 📞 561-229-4310
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PROFESSIONAL SUMMARY

Energetic Customer Service Representative with 10+ years of experience solving customer inquiries. Passionate about building customer relationships.

SKILLS

- Fully Bi-lingual (Spanish / English), Customer service, Data entry, Microsoft office, Communication skills
- Safety Awareness
- Power and Hand Tool Use
- HVAC Systems

WORK HISTORY

MAINTENANCE TECHNICIAN

02/2023 to 04/2023

Art Of The Yard | Littleton, CO

- Used problem-solving skills to alleviate issues efficiently with minimal supervision.
- Troubleshoot equipment breakdowns and performed preventive maintenance.
- Followed work orders and specifications for machine and equipment replacement, repair or maintenance.
- Quickly responded to internal service calls regarding malfunctioning equipment and completed repairs.
- Followed work orders and specifications for machine and equipment replacement, repair, or maintenance.
- Performed electrical and mechanical repairs of production equipment to minimize downtime.

DELIVERY DRIVER

02/2022 to 01/2023

Amazon Flex

- Maintained excellent punctuality, customer service, and efficiency, receiving top ratings for 8 months
- Served average of 200 customers per week with average of 2 orders per customer
- Completed on-time deliveries by choosing best and most efficient routes.
- Operated vehicle safely in highly congested areas with no traffic violations.
- Read maps, followed oral, and written instructions and used GPS technology to make deliveries.
- Maintained upbeat, positive attitude in busy, customer-focused environment.

HEAD CHEF/MANAGER

01/2021 to 01/2022

Workhorse Global LLC

- Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the office and equipment
- Improved equipment maintenance and safety standards by 100%, which resulted in a 75% reduction in maintenance costs
- Managed the work of 7 employees, increasing crew efficiency by 100

HARVEST MANAGER

11/2017 to 12/2020

Critical Mass Industries | Denver, CO

- Managed the work of 15 employees, increasing crew efficiency by 50%
- Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the office and equipment
- Worked closely with employees to improve practices, techniques and safety choices, optimizing performance and minimizing waste.

CO- OWNER

01/2000 to 11/2015

Tijuana's Bar and Grill

- Executed company policies, procedures, and safety standards to ensure proper cleanliness and safety of restaurant and equipment
- Managed a team of 30 employees, including a manager, and trained them in a variety of merchandising and organizational functions
- Lifted the morale of employees by improving efficiency and boosting employee job satisfaction
- Proactively addressed potential sales issues

EDUCATION

Serv Safe certification Culinary degree

04/2002

Lincoln Tech University, West Palm Beach, Academia Santa Teresita, San Juan, Florida, PR

High School Diploma

05/1995

Academia Santa Tersita, Puerto Rico

GPA: 5, Captain of the Volleyball and Football team