

Eriss Sanchez-Romero

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Summary

Experienced student with proven leadership abilities as well as over 3 years of experience in customer service. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. A motivated Team Member eager to contribute to business success. Experienced in providing high quality and speedy work. Focused on customer satisfaction and team productivity.

Skills

Truck loading/unloading	Materials handling and transport
Motivated self starter	Superior negotiation skills
Customer service orientated	Heavy hauling
Results driven	Time management
Math	Working independently
Able to lift and carry 90lbs	Dependable and reliable
Adaptive team player	
Negotiation	

Experience

April 2017 - June 2019

AAA Appliance Removal, Glendale, CO - Package handler

- Sorted cargo for accurate shipment to target locations.
- Coordinated daily work strategies, Following oral and written instructions to properly move and relocate appliances.
- Prevented load shifting or damage by using bracing and strapping techniques.
- Responded to job related inquiries from supervisor quickly and professionally and provided updates and anticipated task completion times.
- Devoted emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately
- Kept Storage areas organized, clean and secure to fully protect company assets.
- Secured loads with proper strapping and bracing techniques to prevent damage to valuable assets across long transports.
- Conducted efficient cargo transfers to maintain route schedules.
- Loaded and unloaded trucks with customer possessions or merchandise weighing up to 100 lbs.
- Operated with safety and skill to avoid accidents and delays.
- Presented clean, neat appearance during every shift to uphold professional company presence.

May 2017 - August 2018

Elitch Gardens, Denver, CO- Stand lead

- Maintained focus during busy times and delegated tasks to employees to keep business running smoothly.
- Supervised end-to-end stock management, including examining incoming inventory, merchandising shelves and preventing shrinkage.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues and difficult customers. Bcvx
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Assigned jobs to individual employees by considering factors such as previous training, current abilities and general knowledge.
- Maintained clean, adequately stocked and organized store by streamlining daily operations and introducing new procedures.

Education

August 2018- Still enrolled

I AM South at New Hope, Denver, CO

References

AAA Appliance handlers- 720.909.2828 - General Manager
Elitch Gardens- 720.499.9895 - Supervisor