



MARK RIVERA

SALES FLOOR SUPERVISOR

10015 Winding Trail Rd.

La Porte, TX 77571

T 832-656-0827

OBJECTIVE

People-oriented Self-driven Individual: seeking new challenges in an organization that offers stability, professional development, on hands experience, and financial opportunity for future growth.

SKILLS & ABILITIES

Strong persuasive sales techniques and training others to advance in their selling abilities. Train and develop sales team to succeed in order to increase profit. Bilingual in Spanish. Speak, read and write.

EXPERIENCE

BEST BUY, WEBSTER, TX

10/2021 to Currently Employed

Sales Floor Supervisor

I help customers find the right solution for their home. Train and develop a strong sales team. Increased sales by 19% in the 1st quarter and memberships increased by 15.6% in the first quarter. Train the Home Theater team to ask lifestyle questions to improve their closing rate. Increased basket closing rate by 26% in the first quarter. Concentrating on increasing the closing rate with qualifying leads and sales skills for the sales team.

RANGER PATROL DIVISION, HOUSTON, TX

11/2016 to Present

Level 3 – Armed Security Officer

Find safety or security threats and respond appropriately and promptly. Maintain logs and prepare incident reports, when needed. Monitor access to the building floors and private parking areas via CCTV and computerized systems. Safely use company vehicles, when needed. Perform daily patrols of interior and exterior of building on foot and vehicle. Professionally greet and register guests and visitors. Maintain a professional, uniformed appearance.

Valid Texas Private Security License Issued: 07/14/2021 Expires: 07/13/2023.

American Heart Association Heart-saver First Aid CPR AED Certificate – Issued:12/19/2022 Expires: 12/2024 eCard Code: 236012073017

SOLUTIONS PEST & LAWN, PASADENA, TX

06/2013 – 10/2020

eCommerce /Customer Service Manager

Store Manager for 5 years Promoted to eCommerce / Customer Service Manager in September 2018 - Customer Service manager, e-commerce, train & develop customer service team members, educate customers on pest control and herbicide products. Price matching other competitors and beating prices. Adjusting inventory to increase profit margins by 30%. Manage an online store that profited over 1.6 million dollars for the year of

2018. Increasing profit margins by 20%.
Working with Magento 2.0, managing
eBay Sales, Amazon Sales and managing
Ship Station.

EDUCATION

SAN JACINTO COLLEGE, PASADENA, TX, CERTIFICATE *3.4 GPA*

Minor: Business Management

Learned the basic of customer & employee relations, Microsoft Office Suite

Major: Juvenile Corrections / Criminal Justice Courses

Learn the minor reactions to juvenile problems and describe their reactions. Introduction to Criminal Justice, Policing in America, Traffic Law, Police Investigation, Criminal Profiling

Minor: Computer Technology

Introduction to Computers, Programming, Office 2000, Hardware Installation

Sam Rayburn High School, Pasadena, TX

Diploma – Graduate Class of 2000

COMMUNICATION

Increase in the ability to develop strong customer relationships anticipating customer needs and provide friendly services. I am an employee who shows flexibility in accepting new or added assignments. I am an articulate employee who projects a professional, compassionate, polite, and efficient persona, at needed times. I give thorough follow-up and execute an increase in client satisfaction. My person strengths are that I am fluent in Spanish. Exceptional front-line customer service aptitude. I take the initiative to resolve problems and find a solution that is mutually satisfactory. I am well organized, focused and productive with the proven ability to work in a busy service-oriented environment. I am an excellent and persuasive communicator: Able to convey concepts with clarity, and directness to the public. I can adapt to problem solving and efficiently under challenging conditions. Business strengths such as personal integrity, maturity, diligence, and strong work ethics.

My weaknesses are that I take my job seriously, and I am passionate about what I do. I am also currently working on public speaking in front of large audiences.

LEADERSHIP

I am a natural leader that enjoys training and developing a formidable team to lead them to success.

Skilled in persuasive sales techniques: able to convey information with creativity, and sincerity consistently winning new business. Training staff to maximize sales to increase margins.

Proven ability to prioritize and delegate tasks, organize and coordinate activities, manage time, set and achieve sales goals, meet deadlines, and execute procedures.

Recognizing and profiling individuals, help lost prevention with former tasks, identifying problems and recognizing former reactions with certain customers.

A successful record of accomplishment of developing strong customer relationships, anticipating customer needs, resolving angry customers' concerns and supplying prompt, proactive services.

Experienced in front-line positions requiring maturity and sound judgment: to handle sensitive and volatile communications. Maximizing sales based on profit margins.

[REFERENCES]

LUIS PERRET, RIGHT CHOICE TAX SERVICES
(281) 948-1325

FRANK SANTOS, FINANCIAL SERVICES
(281) 740-0060

ANNA ROMERO, WHATABURGER
(281) 827-6774