

# Gerardo Hernandez

Eugene, OR 97401

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+1 541 350 3263

Bilingual and fluent in both English & Spanish

## Work Experience

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### **Car Sales Associate**

Diamond Auto - Eugene, OR

March 2019 to December 2022

Assist clients at the dealership in finding the best vehicle to match their needs

Establish positive and lasting relationships with customers

Develop leads through the phone, emails, and online platforms to find potential customers

Showcase our entire line of vehicles and current sales specials, including recent and upcoming models

Guide customers through the financing process and payment options.

### **T-Mobile Sales Representative**

T-Mobile - Eugene, OR

August 2019 to September 2021

Delivered results by meeting monthly sales goals

- Troubleshoot and resolve problems related to devices such as cell phones, tablets, smart watches, Bluetooth devices

- Operated and reconciled cash registers, credit card machines, and opening and closing procedures.

- Displayed exemplary customer service during difficult interactions by employing empathy, positive attitude and focusing on solutions.

- Sustained by his ongoing customer relations by building rapport and trust

### **Sales floor/Back of House Team Member**

Nike Bend - Bend, OR

August 2016 to July 2019

- greet customers when they enter the store and monitor them in case they need assistance finding items they want.

- unload, unpack, and store inventory items.

- Maintain visual merchandising standards consistent with company brand strategies.

- Ensure basic understanding of footwear, apparel and accessories.

- Create a fun, energetic environment for our customers

- Able to accomplish multiple tasks in a fast-paced environment

- Performed store maintenance
- Partner with teammates on tasks, processes, merchandising and product flow opportunities

### **Production Worker**

My chai Inc - Bend, OR  
December 2015 to October 2017

Prep, produce, and bottle chai syrup & slurry of all different flavors  
Required to memorize Dozens of different Recipes  
Assemble and Disassemble Equipment for

Cleaning and Sanitization  
Responsible for Monitoring the CIP System  
Responsible for Basic and Preventative Maintenance  
Maintain Good Manufacturing Practices  
Responsible for Food Safety and Quality  
Responsible for Evening & Overnight Chai Prep.

### **IOS Advisor & Technical Support**

Ibex global Bend - Bend, OR  
August 2015 to September 2017

Worked and interacted directly with customers who owned Apple products such as iPhones, MacBooks, and iPads.

- Gather customer/ product information and determine the issue by analyzing the symptoms doing my absolute best to find a solution for my customer
- Used all available resources and tools to effectively succeed at my job
- Promptly and occasionally processed customer purchases/ return transactions
- Responded to customer Questions or concerns & surveys Via phone or email.

### **Thrift Store sales Associate/ part time manager**

Teen Challenge Thrift Store - Pasco, WA  
July 2012 to July 2016

#### 1. Operations and Store Management

- Serve as acting Thrift Store Manager when assigned or as needed when the Manager was out of the office or away for vacation, sick leave and/or work conferences.
- operations including opening and closing the store; procedures for accepting, sorting, pricing donations
- security procedures for staff and volunteers, handling of cash, and other relevant procedures as needed.
- Worked the processing of donated items; manage the rotation of items in a timely fashion. Processes include: sorting, hanging, tagging, steaming, displaying.
- Was also in charge of pricing items and supervising other that would also price items.
- When In charge Assisted in controlling petty cash, ensuring appropriate paper work and receipt for the day
- Ensure that all sales transactions (cash, checks, credit cards) are handled properly and in line with store and employee policies.

### **Telemarketing Representative**

Northwest Direct Marketing - Eugene, OR

February 2008 to October 2012

Talking to and with potential customers on the phone and selling products such as travel plans and dental insurance plans.

- Customer Rapport
- Customer service
- Scheduling
- Communication skills

My job duties included contacting potential clients, assessing customer needs, selling appropriate insurance plans and or dental plans collecting client information, preparing reports, and maintaining records.

## Education

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### **High school diploma**

Churchill High School - Eugene, OR

## Skills

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- Food Safety
- Mac OS
- Android
- Telemarketing
- Technical Support
- iOS