

## **Roger Zavala**

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Making my mark: Being a person of detail I try to get into things by all of them having a perfect exchange of passion, attention, convenience and overall satisfaction with longevity. To live up with my quality of work and mind state, I want to establish a good sense of my abilities and time with my work place so we can both grow.

Achievements/Acquired skillsets: ➔ Customer service ➔ Bilingual(Spanish) ➔ Very good Speaker ➔ Food Handlers Card ➔ Finance Academy ➔ Professional/Business Etiquette training ➔ Self Driven - Logistics - Hard work in general

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### Experience

Zahir & Sons .Co- Construction Telemarketing Nov,7 2019-  
May17,2020

- Use outgoing Call machine from the start of the day until the end of the day generating leads, sales, and gathering callback customers in the system log.
- Communicating with the web master in the office and with sales agents that pick up leads generated by me.
- Answering customer questions and future inquiries through the system log that all members of the sales floor can access as leads.

Metro Surveys - Customer Service/Census March 3, 2023- May  
25,2023 (3 month Census Temp Job)

- Ride set buses and trains to cover census needed for metro and to help struggling metro riders on those routes with questions where to catch needed transportation with the new metro system in place.
- Use tablets to Specifically pinpoint the census takers route and have an accurate idea of where the metro needs to make stops and bus routes.
- Take Tablet data everyday back to the webmaster at the metro location and go over all the pinpoints you made on the GPS.

## California Lifeline (Entouch)- Government Program Mobile Device Salesman May 10,2023- Jan,5 2024

- Set up Sales booth at social services centers throughout LA and generate sales by talking to people going to the social services locations to get benefits and get them to use their benefits to get a free phone with us.
- Use a sales agent software that determines if the person trying to get a phone qualifies, to activate the device and to keep track of activation sales.
- Communicate with the boss that has all his investments in all the devices for us to sell for him, keep the inventory he gives us safe and keep a tab on the phones sold and the phones in inventory.

## Extra Curriculum

- **Little League Baseball- June, 2015- September, 2015** Assisted the baseball coach for kids ages 5-8 at my local community park through the entire season, teaching the kids physical skills they may have lacked and needed help with.
- **USC Economics/Entrepreneur mentoring- October, 2015- November, 2015**

An outreach mentoring program that linked entrepreneur and economic students from USC with high school students from my finance academy to learn about the vast opportunities and world of business and what you can make of yourself through budgeting, networking, and investing in your ideas.

- **Finance Academy**

Business insight School program/Club I chose to join to learn about the creative and working task force behind a successful brand, franchise, business or idea. Program teaches about understanding the universal exchange of manpower and keeping up a quality work to match a franchises reputation and name in the industry it is in.

