

Alejandro Martinez Rodriguez

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Results-driven customer service professional with four years of sales experience and a Bachelor of Business Administration. Seeking an entry-level position within a dynamic corporation to leverage strong interpersonal skills, a positive attitude, and exceptional problem-solving abilities. Highly motivated to contribute to and grow within the organization.

Motivation

Customer Focused

Problem Solving

Team Player

Multitasking

Leadership

EXPERIENCE

Apprentice Electrician - Alpine West Systems Electrical, Vancouver, BC

August 2023 to Present

- Assist licensed electricians with the installation, maintenance, and repair of electrical systems in residential, commercial, and industrial settings.
- Install and maintain electrical outlets, switches, lighting fixtures, and circuit breakers.
- Conduct routine inspections and troubleshooting of electrical systems to identify and resolve issues efficiently.
- Ensure all work adhered to local, state, and national electrical codes and safety regulations.
- Collaborate with team members to complete projects on time and within budget.
- Maintained tools and equipment in good working condition and ensured job sites were clean and organized.

Team Supervisor - Port of Vancouver, Vancouver, BC

April 2023 to August 2023

- Supervised and coordinated the activities of a team responsible for port operations, ensuring the safe and efficient handling of cargo, vessels, and logistics.
- Managed day-to-day operations, including scheduling shifts, assigning tasks, and monitoring performance to meet operational targets and deadlines.
- Ensured compliance with port regulations, safety protocols, and environmental standards, conducting regular inspections and audits.
- Collaborated with other departments, such as shipping, logistics, and security, to optimize workflow and resolve operational challenges.
- Addressed and resolved any operational issues or conflicts that arose, maintaining high levels of efficiency and productivity.

Supervisor Team Leader - Adidas, Vancouver, BC

November 2022 to April 2023

- Led and managed a team of associates in a fast-paced retail environment, driving sales performance and delivering exceptional customer service.
- Trained, coached, and developed team members to enhance their product knowledge, sales techniques, and customer interaction skills.
- Monitored store operations, including inventory management, visual merchandising, and cash handling, ensuring compliance with company standards and policies.
- Addressed customer inquiries, resolved complaints, and escalated issues as necessary, maintaining a positive shopping experience.
- Ensured a safe and clean store environment, adhering to health and safety regulations and promoting a positive work culture.

Real Estate Customer Service Agent - Entrata, Puebla, México

March 2022 to October 2022

- Provided exceptional customer service to clients, addressing inquiries and resolving issues related to property transactions, rentals, and management.
- Assisted clients with property searches, scheduling viewings, and facilitating communication between buyers, sellers, and agents.
- Coordinated and prepared necessary documentation for property transactions, including contracts, lease agreements, and disclosures.
- Supported the sales team by generating leads, qualifying prospects, and scheduling appointments to drive business growth.
- Provided timely updates to clients throughout the buying, selling, or renting process, ensuring transparency and customer satisfaction.

Sales Associate - Ábaco Car Dealership, Puebla, México

January 2021 to March 2022

- Delivered exceptional customer service by understanding client needs, presenting vehicle options, and providing detailed product information.
- Assisted customers with vehicle selection, including conducting test drives, discussing financing options, and negotiating sales terms.
- Maintained up-to-date knowledge of inventory, promotions, and market trends to offer informed recommendations and drive sales.
- Developed and maintained strong relationships with clients, following up on leads, and ensuring a positive customer experience throughout the sales process.
- Processed sales transactions, including completing paperwork, arranging financing, and coordinating vehicle delivery.

Insurance Sales Assistant - Seguros Monterrey, Puebla, México

April 2020 to January 2021

- Supported insurance sales representatives by handling administrative tasks, including processing applications, updating policy records, and managing client correspondence.

- Provided excellent customer service by responding to client inquiries, explaining policy details, and assisting with coverage options and claims.
- Assisted with preparing and reviewing insurance quotes, proposals, and documentation to ensure accuracy and compliance with industry regulations.
- Maintained and updated client databases, ensuring that all information was accurate and current for effective communication and follow-up.
- Scheduled and managed appointments for sales representatives, including client meetings and policy reviews.

Warehouse Manager - La Concordia, Puebla, México

September 2018 to August 2019

- Developed and maintained comprehensive databases, ensuring accurate data entry, organization, and retrieval for efficient information management.
- Managed and coordinated the reception of merchandise, including verifying shipments, inspecting product quality, and ensuring proper stock levels.
- Oversaw the labeling of products and organization of inventory, ensuring items were correctly tagged and arranged for easy access and identification.
- Handled various administrative tasks related to staff management, including scheduling, record-keeping, and processing payroll, to support smooth daily operations.

EDUCATION

Diploma in Hospitality Management

Arbutus College of Communication, Arts, Business & Technology, Vancouver, BC
August 2023 to Present

Diploma in Business Management

Arbutus College of Communication, Arts, Business & Technology, Vancouver, BC
September 2022 to February 2023

Bachelor's Degree in Business Administration

Benemérita Universidad Autónoma de Puebla- Puebla, Puebla, México
August 2016 to December 2021

Diploma in Automotive Engineering

Universidad Iberoamericana Puebla- Puebla, Puebla, México
August 2014 to August 2015

LANGUAGES

- English
- Spanish