



ERNESTO MIRO

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Summary

Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities.

Skills

- Credit card payment processing
- Sales expertise
- Product organization
- In-store support
- Adaptive team player
- Microsoft Office expertise
- Transportation solution development
- Route management
- Shipping and receiving understanding
- Technologically savvy
- High-energy attitude
- Retail sales customer service
- Customer relations
- Store maintenance
- Problem-solving abilities

Experience

Tustin Toyota | Tustin, CA
Customer Relations Assistant
04/2021 - 03/2022

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Demonstrated excellent communication skills in resolving product and consumer complaints.
- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.

Miguels Jr | TUSTIN, CA
Cashier
07/2020 - 04/2021

- Collected payments and provided accurate change.
- Completed daily recovery tasks to keep areas clean and neat for maximum productivity.
- Processed sales transactions to prevent long customer wait times.
- Accepted cash and credit card payments, issued receipts and provided change.
- Trained new team members in cash register operation, stock procedures and customer services.
- Helped with purchases and signed customers up for rewards program.
- Learned roles of other departments to provide coverage and keep store operational.
- Answered customer questions and provided store information.
- Operated cash register or POS system to receive payment by cash, check and credit card.

Education and Training
