

# JOSEPH ROMERO

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## Professional Summary

I am an efficient worker and always on task. I am comfortable working with technology and always ready to learn. I quickly learn new skills and processes. Overall, I am a team player dedicated to meeting all deadlines given. Most of the time I am forced to take a break or lunch because I always put my work first and plan on getting my work done before I take any kind of break. I stay focused on multiple tasks with frequently changing priorities. I meet deadlines and go the extra mile. I strive to keep positive attitude towards anything or anyone.

## Skills

- I am all about hard, consistent work ethic.
- Quick learner
- Responsible
- Respectful towards others
- I work well individually and with others.
- Hard worker
- I take any kind of job serious and handle it as a priority.
- Outgoing
- Reliable
- I do not call off. Always ready and available for work.

## Work History

**Service Lot Attendant**, 10/2021 to Current

**Courtesy Jeep** – Mesa , Arizona

- Parked and retrieved cars according to customer needs.
- Determined customer needs by asking relevant questions and listening actively to responses.
- Moved cars around lot to increase space efficiency.
- Kept facilities clean, neat and organized to give areas professional and fresh appeal.
- Enhanced driver safety by securing lot and escorting individuals.
- Parked and retrieved vehicles for customers to protect lot access and prevent

damage to customers' vehicles.

- Completed maintenance on vehicles parked for extended periods to keep each functional and customer-ready.
- Deliver vehicle parts to multiple dealerships when certain vehicles needed to be serviced on.
- Greet and point the customer in the right direction whether if it was for sales, recalls/warranty or Oil lube appointments

### **Inside Sales Representative, 08/2021 to 09/2021**

#### **Branded Bills – Mesa, Arizona**

- Followed up with customers after completed sales to assess satisfaction and resolve technical or service concerns.
- Managed friendly and professional customer interactions at all times.
- Respond to inbound leads in a steady manner and create customer clientele.
- Keep track of order product dates and stay on top of customers interest and expectations.
- Keep track of customer emails and contact immediately when customers reply.
- Utilize computer program Fresh Desk to communicate with customers placing orders or any information needed about the company.
- Great organizational skills when it comes to creating and staying up-to-date with customer lead.
- Maintain Google spreadsheets on every task when dealing with the customers throughout the day.
- Keep data up to date with customer order transactions or orders that need to be placed

### **Vehicle Detailer, 01/2019 to 08/2021**

#### **Earnhardt Dodge Chrysler Jeep Ram – Gilbert, AZ**

### **Utility III Worker, 12/2018 to 01/2019**

#### **Cintas – Chandler, AZ**

- Duties ran on a tight and consistent schedule. what ever department needed to be worked on i was there to provide help.
- The very first task of the day was to gather kitchen towels, mops, microfibers and automotive shop towels. Gathered into bags that route vehicles were able to pick up what they had needed to deliver to company accounts.
- I had to unload two Semi trucks that came in from Tucson. The trailers hauled

dirty mops, towels and company uniforms.

- Had to sort out each garment (Mops, towels and uniforms) into laundry baskets that can hold up to 200-300 lbs.
- Third task was to roll account's floor mats. I was responsible and sort by color and size of the mats. We would roll about 10-15 carts a shift.

**Sales Lot Attendant** , 11/2018 to 11/2018

**Bill Luke San Tan** – Gilbert, AZ

**Sales Lot Attendant**

- Wash and detail every sold unit that the dealership had sold to a customer.
- Maintain the car lot and keep it neatly organized. Group each car with correct make and model.
- Make tags for any unassigned keys that need to be put into key machine.
- Bring any final Gilbert cars up to the car lot. Final Gilbert cars were vehicles that were staying at the Gilbert location and were ready to be sold on the car lot.

**Assistant Manager/ Sales Representative/ Warehouse Member**, 03/2015 to 12/2018

**Hat Club** – Gilbert/ Scottsdale/ Tempe, Arizona

**Salesman/ Key Holder/ Assistant Manager**

- I sell the products that Hat Club has to offer. That goes from Hats, Hat cleaners and hat modifiers.
- I open and close the register. One responsibility is to keep the drawer with the appropriate amount of money inside of the cash register. When I close the store for the day, I am responsible to make and deliver the bank deposit to the bank that we work with.
- As an Assistant Manager, my job was to keep the store running smoothly. From motivating the team and having the inventory up-to-date.
- Every other week the manager and I had a group meeting about what we can do to strive in sales and reach our sales goals for the month as a team and individual.
- On a daily basis we had duties for the store to keep it sanitary. We cleaned the store by dusting off the hats as well as the racks the hats were placed on. Also mopped the floors, dust light fixtures and wipe down counter tops.
- Every morning, Monday-Friday the person who opened the store had certain hats

to check inventory on. This is how we stay on top of inventory as a team and catch any discrepancies that can take place throughout the week.

### **Warehouse Associate**

- Most common duty for the warehouse would be to receive any shipment that came in to the warehouse. Check in items and then allocate them to the stores to go out for shipment.
- Transfer out any hats that need to go out to certain stores immediately from other stores.
- Pack and ship all of stores product and prepare for fed ex to pick up our shipment that is heading to our stores.

**Window Technician**, 04/2017 to 06/2017

**Window Genie** – Gilbert, Arizona

### **Window Technician**

- Window Genie mainly consists of exterior and interior Window cleaning. We clean Windows of any debris and also made sure the window's tracks were clean of any dirty or bugs.
- Window Genie had plenty of other job tasks besides window cleaning. They have window tinting, pressure washing houses, pressure washing patio furniture, pressure washing driveways/ walkways, concrete sealing, and solar panel cleaning.

**Lot Attendant/ Vehicle Detailer**, 11/2017 to 03/2018

**Earnhardt Chrysler Jeep Dodge Ram** – Gilbert, AZ

**Sales Lot Attendant/ Detailer**, 04/2016 to 06/2016

**Subaru Superstore** – Chandler, AZ

### **Sales Attendant/ Sold Unit Detailer**

- I was responsible for the dealerships lot. I had to keep everything organized and filled with gas that way the Sales department were able to go on safe test drives with the customers.

- I kept the cars clean by washing the water spots off of the cars on the lot. Weekly I gave the cars a wash. They get the water spots due to the sprinkler system on the landscape.
- I was in charge of washing and cleaning every sold unit exterior and interior for the customer. Once the process was done I would take the vehicle up to the front of the dealership that way the car salesman can deliver the car to the customer.

**Sales Attendant/ Sold Unit Detailer, 03/2016 to 04/2016**

**Berge Ford – Mesa, Arizona**

**Sales Attendant/ Sold Unit Detailer**

- I was responsible for the dealerships lot. I had to keep everything organized and filled with gas that way the Sales department were able to go on safe test drives with the customers.
- I kept the cars clean by washing the water spots off of the cars on the lot. Weekly I gave the cars a wash. They get the water spots due to the sprinkler system on the landscape.
- I was in charge of washing and cleaning every sold unit exterior and interior for the customer. Once the process was done I would take the vehicle up to the front of the dealership that way the car salesman can deliver the car to the customer.

**Lot Attendant/ Vehicle Detailer , 11/2013 to 03/2016**

**Earnhardt Chrysler Jeep Dodge Ram – Gilbert, AZ**

**Lot Attendant**

- I was in charge of the whole vehicle lot.
- I had to keep the cars in groups, organized, and parked straight on the car lot.
- I had to keep the cars filled up with gas that way the salesmen and customers can go on a safe test drive without the car running out of gas.
- I would also go on vehicle dealer-trades. For example, if our dealership wanted a different vehicle from another dealership maybe from in Tucson, Arizona, we would trade vehicles that had the same price or within the price range we were trading for. I was also relied on to do business office errands for the company. From delivering bank loans to customers titles on their vehicles.

## **Vehicle Detailer**

- I washed/ cleaned exterior and interior to New, used, and sold vehicles.
- I also would wash the managers, and General manager vehicles.
- Not too many people were allowed to wash the Maseratis. I was one of few people that were allowed to wash the Maseratis that the dealership sold, and brought in from previous customers.

## **Education**

**High School Diploma:** 2013

**Basha High school** - 5990 south Val vista drive Chandler, Arizona 85249