

Sebastian Carveo

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SUMMARY

Detailed – oriented customer service member with experience in sales and surveys and the ability to work in a fast-paced environment. Proven ability to establish a satisfied customer experience that retained high reviews and sales. Reliable and driven, with a strong sense of time management and organization skills.

WORK EXPERIENCE

Amazon

April. 2022 – October 2022

Learning Ambassador / Sorting Associate

- Setting up sort and load out of cycles, including completing reports, staffing 10- 30 associates, and ensuring all volumes is productivity
- Collaborate with process assistants and floor managers to monitor progress of tire one associates and adjust instructional strategies to meet specific needs more efficiently
- Ensure successful area performance, through data analysis; Resolves personnel problems by analyzing barriers, investigating issues; identifying solutions; take action to resolve issues

San Diego Surveyors

One Week Temp Work 2022

Destination Analyst

- Surveyed 30+ people daily based on transportation, hotel, and activities
- Covered the entirety of Coronado in an efficient manner
- Worked in a small team coordinating areas to cover to improve data
- Ensured high quality service and professional attitude to established high quality data from surveyors

Target Associate

Mar 2019 – November 2020

Guest Service Associate / Front of Store *Manager*

- Handle 20+ incoming calls and questions about merchandise, department information, and pricing
- Improved service quality and increased sales by deepening a strong knowledge of company's products and services
- Overall store front staff including guest checkout line (During Covid), customer service, drive up orders, carry out orders, and online orders in an efficient fast-paced environment
- Organized store front merchandise racks by size style, and color

EDUCATION

Associate of Computer Information System (3.7 GPA)

Currently in Progress

Course Work

(Com. Application, Cal I, Cal II, Call II, Java, Data Structures, C++, Com. Org, & Architecture, Data Structure)

AREA OF EXPERTISE

- Customer Service Expertise
- Team Leader / Problem Solver
- High Volume Calls
- Detailed – Oriented
- Sales Experience
- Client Surveys
- Quick Leaner
- Depended and Reliable