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Luis Cruz

SKILLS

Bilingual (English and Spanish), customer service, adaptive, communicative, creative, attentive to details, problem solver, computer literate, elderly help and caring for those with health complications.

EXPERIENCE

Cabela's, East Hartford – *backend outfitter/footwear outfitter*

April 2017 – July 2019

- Backend outfitter would consist of unloading the daily truck, stocking the floor with product and backstocking product that wouldn't fit on the floor.
- Footwear was a lot like the backend outfitter position, the difference being I was able to work directly with customers, get customers to sign up for credit cards, sell shoes and listen to the customers wants and needs.
- Assist team members with customers that only spoke Spanish when my team members couldn't help them on their own.

Family Dollar, Windsor Locks – *assistant store manager*

August 2019 – September 2020

- learned how to close and open a cash drawer, close and open the store and take store inventory.
- I learned how to lead, empathize with my coworkers better and building better teamwork skills.
- Assist team members with customers that only spoke Spanish when my team members couldn't help them on their own.

Bear's Smokehouse, Windsor – *cashier*

September 2020 – August 2022

- In this position I worked a fast paced customer service position, learning how to take care of online orders.
- This position has taught me quite a bit of catering as well.
- Collaborate in a team environment to ensure work is evenly distributed and customers are efficiently served.

- Assist team members with customers that only spoke Spanish when my team members couldn't help them on their own.

ZAGG, West Hartford – *customer service*

September 2022 – November 2024

- I've learned how to use the RQ program here.
- Learned how to clean and detail mobile devices, learned how to place phone screens and how to be competitive with other stores.
- Familiar with all current phones and knowledgeable on upcoming models.
- Offer accessories and services like phone detailing to improve sales totals.
- Assist team members with customers that only spoke Spanish when my team members couldn't help them on their own.

EDUCATION

CREC Public Safety Academy, Enfield – *highschool diploma*

September 2012 – June 2016