

ERNESTO K. GONZALEZ

561-215-8115

nesto120@yahoo.com

1433 NE 22nd Street
Wilton Manors, FL
33305

PROFILE

Proficient multi-tasker and quick thinker with commendable people skills. Able to find solutions to problems in a small amount of time. Willing and eager to work cooperatively under pressure, as well as managing time effectively.

EXPERIENCE

Educator

Lululemon - Fort Lauderdale, FL — 2021-Present

Use the methods of Attend, Create, Encourage (ACE) to drive sales on the floor from guests who come in. Create an open environment where both guests and educators feel welcomed and safe. Educate guests on the different purposes of products and figure out which one best fits their needs and wants. Take care of inventory stock every Monday and Thursday night to ensure store is functioning at its peak.

Customer Service Representative

Adrienne Arsht Center - Miami, FL — 2019 - Present

Handle customer inquiries, complaints, billing questions and payment requests. Pacify aggressive callers, repair trust, locate resources for problem resolution and design best-option solutions. Make telemarketing calls to prospective customers and members of the organization to follow through with their interests. Keep notes of transactions and calls for future reference. Communicate with other fellow CSRs regarding any past transactions or situations to make sure we can be as adept as possible with a customer.

Garden Sales Associate

Home Depot - Fort Lauderdale, FL — 2020-2021

Work the sales floor in the garden department, inside and outside. Balance stocking product, helping customers, and finding the best way to organize the department and keep it consistently easy to explore. Studying product in department to best perform when helping customers and informing them about the benefits of a product compared to another. Work as part of a team where collaboration and communication is key to our success. Learned a plethora of safety procedures that assist in keeping both associates and customers alike safe.

Varied Jobs and Work Experiences from 2011-2019

Ask for more details if need be.

EDUCATION

Florida International University, Miami, FL - 2013-2017 BFA in Performance

SKILLS

Computer: Tessitura, Ring Central, Microsoft Word, Excel, PowerPoint, iOS, Windows OS, macOS, Sound Design using Logic Pro X

Language: Fluent in English and Spanish