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# KEVIN DIAZ

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786-333-2673

## Summary

Relevant experience in sales and marketing with a demonstrating track record of results and leadership. Committed to success and customer satisfaction as part of a team of motivated professionals that developed leading-edge applications and custom solutions for client business needs.

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## Experience

### NewsLink

Sales Associate/Customer Service • Miami International Airport, FLORIDA

04/2022 - Present

- Created a team culture of exceeding customer expectations, exceeding all company performance goals and standards. Developed a better understanding of the company's product offerings, creating greater enjoyment of the store's merchandise.
- Handled customer inquiries, answered questions, and resolved problems in a timely manner.

### • RISE ENERGY

Solar Energy Consultant • Orlando, Florida

10/2021 - 04/2022

- Maintained a clean and safe work environment, resulting in a 50% reduction in complaints filed with management and a 80% increase in crew satisfaction.
- Worked with departments across the company, including marketing and project management, in developing new ideas, initiatives, products, and services.
- Managed the work of 2 employees, increasing crew efficiency by 60%.

### Metro by T-Mobile

Mobile Expert • Hialeah, Florida

04/2020 - 11/2020

- Executed company policies, procedures, and safety standards to ensure the proper cleanliness and safety of the office and equipment.
- Provided customer service and was involved in training 2 new team members each month.
- Offered strong customer service skills, keeping customers satisfied and increasing sales by an average of 30% quarterly.

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## Skills

Communication skills, Time management, Bilingual, Customer service, Computer literacy

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## Education

### Miami Springs Senior High

High School • MIAMI SRPRINGS, FLORIDA

06/2021

Graduated summa cum laude—3.7+ GPA

*George T Baker Aviation — Present*

Languages

English, Spanish