

ROGER MENDOZA

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WORK HISTORY

Actual , AIRCRFAT SHOP SUPPLY, LLC., Miami, FL.

(Handles all in the aviation industry, nuts, bolts, screws, sealants, solvents, paints and parts)

Business Manager

- Plan and coordinate with transport companies such as UPS, FEDEX, DHL and logistics freight for distribution of materials according to the delivery times established in the customers' purchase orders.
- Establish and determine distribution routes to optimize delivery times of materials.
- Control inventory and stock of materials.
- Determine logistics costs such as freight, shipping of hazardous materials, customs, export and import for the shipment of materials.
- Prepare shipping for hazardous materials and its declarations within and outside the United States.
- Plan and control the delivery of invoices to clients according to the established delivery times.
- Coordinate the receipt of merchandise with the purchasing department.
- Control and execute the policies, rules and procedures established in all the processes involved in the management, to achieve the established goals.
- Keep the *Quantum* system updated.
- Receive, store, prepare and distribute the materials.
- Plan direct deliveries of materials to those customers located near the warehouse area.
- Receive and safeguard all material support documents such as supplier certificate, manufacturer certificate and safety data sheet.
- Plan physical inventories of materials according to standards and procedures.
- Plan the collection of materials from purchases made from suppliers close to the warehouse area.
- Coordinate and control the logistics necessary to carry out the import and / or export of materials, from the origin of the order request, reception in the warehouse, entry to the system and delivery to the customer.
- Manage and control accounts receivable from customers, planning products for sales of materials.
- Plan, manage and control the budget assigned for the operation of your area.
- Coordinate along with the development management department the timely update of the website.
- Plan, manage, control and supervise the human talent of your department in terms of productivity, training plans, vacations, payroll, etc.
- Prepare Dangerous Goods' shipments along with its documents (Dangerous Goods Declaration)

July 2019 – March 23, 2020, AMERICAN FASTENERS, CORP., Miami, FL.

(Handles all in the hardware industry, nuts, bolts and screws)

Warehouse Supervisor

- Strategically supervise warehouse in compliance with company's policies and vision.
- Oversee receiving, warehousing, distribution and maintenance operations.
- Setup layout and ensure efficient space utilization.
- Initiate, coordinate and enforce policies and operating procedures.
- Create and update procedure and operations manual for employees in different areas of the warehouse department.
- Adhere to all warehousing, handling and shipping legislation requirements.
- Maintain standards of health and safety, hygiene and security.
- Manage and maintain inventory controls reconcile continuously by performing daily cycle counts of inventory and keeping standards high for audit
- Produce reports and statistics regularly (IN/OUT status report, dead stock report etc.)
- Control of warehouse expenses
- Establish dispatch priorities and proper flow of merchandise while accelerate time frame of unloading, reloading, and dispatch of established goods.
- Supervises 25-30 people in the warehouse department.
- Ensure the merchandise is packed according to the provisions established by the company.
- Supervise and ensure receiving and processing of returned goods.
- Plan work roles, assign tasks appropriately and appraise results.
- Recruit, select, orient, coach and motivate employees.
- Receive feedback and monitor the quality of services provided.
- Keep safe and clean environment by.
- Establish the warehouse department's goal
- Maintain technical knowledge by attending educational workshops.
- Other duties as assigned.

October 2018 – April 27, 2019, COMPASS GROUP, Miami, FL
(Handles all of FIU's residential dining)

Shift Supervisor

- Provides quality customer service by providing one-on-one attention to detail.
- Oversees and participate in the preparation and service of food and beverage items in accordance with company standards for presentation, sanitation, safety and portion control.
- Helps plan menus; Ensures timely, efficient meal service; supervises serving of meals.
- Responds to customer complaints in-person at the time of the complaint and via email for electronic complaints.
- Supervises 70-85 people in both Back of the House and Front of the House
- Trains employees; assigns and coordinates work to promote efficiency and excellence in food and service.
- Determines work procedures, prepares work schedules and expedites work flow.
- Uses proper systems for completion of required daily/weekly/monthly reports such as inventory-cash reports-production record, payroll and time-keeping.
- Responsible for proper cash handling as established by the Food Accounting Manual (deposits – petty cash – change funds).
- Inventory - Orders food and other necessary supplies from approved sources or purveyors.
- Directs and participates in the overall sanitation and safety of the facility and employees in accordance with company standards and government regulations.
- Develops sanitation schedules and ensure food-service employees adhere to the schedule for cleaning kitchen and dining area and washing of kitchen utensils and equipment.
- Issues written and oral instructions.
- Help select and orient employees, oversees staff training in areas of responsibility.
- Perform other duties as assigned.

July 2016 – November 2017, INV. ACCION IMPRESIÓN 2015, C.A., Caracas, Venezuela
(Advertising agency – Billboards, signs, wrapping cars, etc.)

Human Resources Coordinator & General Manager

- Ensure faithful compliance with company regulations.
- Assist with all internal and external HR related inquiries or requests.
- Maintain both hard and digital copies of employees' records.
- Assist with the recruitment process by identifying candidates, performing reference checks and issuing employment contracts.
- Assist with performance management procedures.
- Schedule meetings, interviews, HR events and maintain agenda; Coordinate training sessions and seminars.
- Perform orientations and update records of new staff; Produce and submit reports on general HR activity.
- Assist with payroll and HR projects; Keep up-to-date with the latest HR trends.
- Carry the logistics of the raw material.
- Assist the General Manager in any situation or in case of absence, managing the pertinent actions, to provide timely responses to the situations raised.
- Direct management meetings in case of absence of the Manager, complying with the schedule established by management, with the purpose that each management involved exposes its news of the previous day and know the occupation of the day and the next day to take corresponding actions to the operation.
- Carry out follow-up of the customer service surveys, communicating with the department where the incident occurred and waiting for answers, to minimize the occurrence of the same for the welfare of the customers.
- Plan in conjunction with the managements involved the macro events.
- Support management in their personnel incentive plans, approving the requirements, to keep staff motivated.
- Verify that the personnel training plan that reports to operations management is complied with, carrying out the corresponding follow-up to the schedules.
- Ensure the proper functioning of the process, workshop and printing equipment, through routine inspections of the operational area.
- Guarantee the good maintenance of the vehicles assigned to operations management, performing the corresponding preventive maintenance.
- Achieve the levels of productive efficiency that allow, deliver the products and services in the opportunity and quality agreed with the clients and within the established costs, controlling that the cycles of both their productive and administrative processes are met.
- Support other assigned functions.

July 2014 – February 2017, ALIMENTOS BREDYS, C.A., Caracas, Venezuela
(Commercial sales of meat slicers, ovens, fryers, etc. to restaurants, bakeries, hotels)

Warehouse & Logistic Manager

- Coordinate the different areas of the warehouse (reception, storage, dispatch and transport) in terms of operability, opportunity and time.
- Receive and control the quantities of merchandise received by verifying them between the purchase order versus the invoice or delivery note of the supplier.
- Notify the management of the variations in prices.
- Receive and control the amounts of the returns received by customers.
- Control the location of the merchandise in the warehouse, under the required conditions.
- Coordinate supervise and monitor cyclical and total physical inventories.
- Streamline the loading and unloading time of the merchandise.
- Control the documentation required and generated for the handling of the receptions and dispatch of the merchandise.
- Ensure the control and accuracy of the merchandise that is shipped, as well as its delivery in terms of time and opportunity.
- Manage the freight used for the dispatch to obtain the best cubic capacity for optimizing the physical cost-space ratio.
- Manage the printing of bar codes and place them on the merchandise.
- Enter purchases in the SAINT administrative system to have availability of products in stores.
- Carry the logistics of the raw material with the vendors in/out of the country.
- Support other assigned functions.

November 2012 – January 2014, KANTAL, S.A., Caracas, Venezuela
(Pet supplies)

Warehouse and Dispatch Supervisor

- Receive merchandise from the manufacturing plant, international and national suppliers.
- Establish delivery routes for orders placed by customers to the sales department.
- Supervise the warehouse personnel regarding the processing of orders.
- Supervise the levels of inventories to achieve optimal levels of availability of the products that are marketed.
- Review the quantities of each product that are immersed in the orders, this in order that there are no shortages in deliveries to customers.
- Carry the logistics of the raw material with the vendors in/out of the country.
- Support other assigned functions.

June 2008 – October 2012, TIENDA DE ANIMALES DON PERRO, C. A., Caracas, Venezuela
(Retail pet supplies)

National and International Purchasing & Logistic Analyst

- Perform needs analysis regarding the assortment of products in the store, resulting in orders that are sent via e-mail to the main warehouse and / or to the national suppliers directly.
- Attend to customers when they want a special product and it is offered through catalogs, in case it meets the customer's requirement, it is sent via e-mail to the main warehouse and / or to the national suppliers directly.
- Write e-mails to international suppliers for the placement of new orders.
- Review the documents inherent to an import and later send them to the customs agent for their respective registration and process in the Venezuelan customs.
- Track imports from their departure at the port of origin to Venezuela.
- Process payments of import duties for the release of merchandise.
- Coordinate with the customs broker and the store manager the schedules of dispatch of the merchandise.
- Process transfer notes in the EASYMAX administrative system.
- Process transfer notes in the MICROSOFT DYNAMICS administrative systems.
- Manage the request for new sanitary import permits.
- Process the granting of foreign currency to CADIVI for the payment of international suppliers.
- Carry out any procedure related to the reason for the position before the competent entities.

2004 – January 2008, SOCIEDAD DE AUTORES y COMPOSITORES DE VENEZUELA Caracas, Venezuela
(SACVEN - Collects music copyrights and pays performers, songwriters)

Account Executive III in the General Rights Management

- Coordinate with the representatives and / or collectors all the actions pertinent to the collection and recovery of accounts of all the users located in the assigned portfolio, by sending and receiving the communications, invoices

and other documents originated in the process, with the purpose of guaranteeing the efficient and timely collection of the obligations generated using musical works.

- Establish direct contact with the users of the assigned portfolio, through the establishment of phone calls, written and personal communications, with the purpose of offering greater payment alternatives that guarantee the collection of the obligations contracted with the Company.
- Manage the processes of censuses and licensing in the portfolio, by moving to the assigned region and visiting new potential users of musical works, to ensure the increase of the assigned portfolio.
- Perform administrative or operational tasks generated by the management of the assigned portfolio, through the payment of commissions, review of the collections, retentions, audits and handling of returned checks that took place, to guarantee compliance with the functions assigned.
- Analyze the accounts receivable statements in the assigned portfolio to be able to take the pertinent actions regarding the recovery of slow payer users and the cleaning or pass to loss of accounts considered uncollectible.
- Coordinate with the representatives and / or collectors the application of re-censuses to the users to update the data and increase the rates of Copyright and Related Rights.

EDUCATION / PROFESSIONAL INTERNSHIPS / TRAINING COURSES

2001–2005, Colegio Universitario Fermín Toro, **BA / Bachelor's Degree in Human Resources**

March 2004 – June 2004, Sociedad de Autores y Compositores de Venezuela (SACVEN)

Professional Internships in the Human Resources Management

June 2003 - July 2003, Laboratorios Vargas, C.A.

Human Resources Intern - Develop an Instrument for the Detection of Training Needs

Training Courses

November 2020 – Online IATA/DOT Air Repair Station Training.

February 2019 – Preventing Workplace Harassment

November 2018 - Servsafe

November 2018 – Food Allergies and Celiac Disease Training for Chefs and Managers

November 2018 – Wage & Hour

November 2017 – Preventing Workplace Harassment

January 1999 – August 2000, Miami Dade Community College, USA - Advanced English

May 2002, Ministerio de Infraestructura-Sistemas de Seguridad y Prevención (*Building for government; subways, bridges, etc.*)

November 2005, Constructora Oderbrech Sistema de Construcción Línea 4 - Metro de Caracas (*Construction of subway lines*)