**Alberto Garcia Ortega**

Edad : 36 años

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**Education**

**1993-1997 Highschool Chicago Illinois**

**2000-2001 Computer tecnitian ECCO Guadalajara Jalisco**

**2010 1st Semester of Bachelors degree of Information Technology UdeG**

Languages :

**Spanish** Native

**English:** Fluent (4 years of highschool)

**Portugues** : Fluent (took a Portuguese course for 2 ½ years, worked in customer support for Brazil.

***Software:*** **SAP, CRM, SALES FORCE**Word, Excel, Power Point and all office programs

**August 2003 to March 2009**

**Guadalajara Jalisco Hewlett Packard Public Sector**

**Customer support and order entry**

My job here was to give remote support via email and telephone to customer for the public sector in the United States (Colleges, Universities, state and local customers, Nasa and Army) We processed credits, returns, **track orders with carriers** to ensure timely delivery, enter orders for customers, get transition part numbers for discontinued parts and help in any way possible to deliver the product to customer as soon as possible.

Over all, my job was to enter orders, configure them, ship them and track them to the delivery destination and complete all the process in a smoth andfast way by following company procedures. Take calls from irritated customers to escalate those orders hich were delayed due to configuration problems, discontinued parts or other situations, follow up orders with customers and the sales team to inform them what was being done to deliver the order on time. We used various internal programs to help ourselves to do our jobs, kept close communication with sales and planners to give the appropriate priority to orders in the system.

Working in this department gave me hability to work under pressure, to develop my customer service skills, follow up and know all the supply chain process to build the computers and servers that we sold. I started as CSR and was promoted to team lead due to my results.

**xxx- xxx 2011 NOMBRE DE LA EMPRESA, Sectorxxxxxxxxxxxxxxxxxxxxxx**

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**xxx- xxx 2010 NOMBRE DE LA EMPRESA, Sectorxxxxxxxxxxxxxxxxxxxxxx**

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Work Experience

**March 2009 to August 2014**

**Guadalajara Jalisco Carestream Health**

**March 2009 to 2010 US service parts**

My function here was to take calls from our field engineers asking for service parts they needed, place the order in the system, check for availability in our different warehouses, inform the FE the availabily and ETA, if the service part order was not urgent, we would send it through one our regular carriers such as: UPS, FEDEX, CEVA, if it was urgent, we would send it in a commercial flight, we would need to get in touch with a company that had visibility to all the flights available in the US from our different warehouses, according to the FE needs we would schedule the service part order to go in a commercial flight so he could go and fix the equipment as soon as possible.

**2010 to 2011 Service parts and Customer service**

Me and a colleague were part of a new project that I suggested and created in which the service parts order and the customer service teams were fusioned, I noticed that about half of the calls I received from FE had to be transferred over to customer service team to complete the service part order that I had entered, therefore, I suggested to fusion both team, we did a cross training and both teams became one, this improved the service wer provided to our customers and to our FE, since we work with medical equipment the time it used to take us to fix and equipment or to solve an issue was reduced about half of time.

**2011 2012 Analog team**

In this position I was in charge of government customers, theyhave special attention due to contracts and specific delivery times, In this position Iwork entering the orders for film and chemistry for government customers focusing specially in navy custeomers, I would enter the orders that needed to be sent abroad to the different military bases around the world and I would also help with local US customers orders.

**2012 to 2014 US Digital Team**

In this team, I would configure the equipment orders send them to the sales team to get approval from customer to send over to production, once sent over to production, I would schedule the delivery date and install date, we needed to track orders from begingin to end to make sure they were deliverded on time as the install date needed to be also schedule with the FE. Since they are expensive equipments, we would also do partial charges in different dates until complete full payment of equipment.

Within this team, I also worked in different activities such as installing the equipment in the system so it could be available to open service calls if the equipment would need service. Replacement orders to replace any equipment that would had been damaged in shipment or for some reason did not work properly when it arrived.

Due to the back ground I had with government customers since I was working in HP, I was in charge for everything related to US government customers: Equipment order entry, service parts, customer service calls, analog and chemistry order entry. These orders would go to government customers in the US and navy bases around the world.

**February 2014 – November 2014 Customer support for Brazil**

Since I took a two years Portuguese course I applied to this positionto practice the language, in this position I do the sameas in the last position for US Digital but now for Brazil and also excepting navy customers as here the customers are: Hospitals, clinics, and Universities.

**May 2015 t**

**Guadalajara Jalisco Xpo Logistics**

I am a load planner at the night shift, my activitis consist in the following: Plan loads to be picked up by drivers to be taken to our customers (Target, Office Depot, Amazon, Ingram, among many others) Once the loads are planned to be taken to its destination, I need to set up appointments with customers so that our drivers are received with the merchandise, these appointments are made by: Telephone, email and over the internet. We also work in doing the reschedules for those appointments that are not able to arrive on time due to mechachical problems, weather conditions, or accidents.

Another activity is to run reports to give visibility of the loads needing to be planed, loads planned, and loads that have been rescheduled. We also need to check capacity with carriers to assign loads, but this is also done by taking into consideration the cost and location looking always for cost savings.

We have a 24 hour service, I follow up to those issues that remained open during the day, such as reschedules requested by CSRs during the day, loads pending to receive PRO number to be released to depot, depot cancellation due to back orders on product, correction on PRO numbers and anything that we can help with to our CSRs who work during the day.

Courses

-Portuges course 2010-2013

-TOIC took the course to do the exam

-Customer service (course taken every 6 months in the company)

-How to manage stress

Comments

During the time I have been in these companies, I have made various trips to the United States to either receive training our provide traing to colleagues, I have my visa and passport current.

I am used to work under presion due to the two different line of business I have workd form (government customers and medical equipment)

My follow up skills are excellent, I now how to work in a team work environment, I am very commited on what I do, I must mention that all the different changes I went thrugh the company were because they moved me to this positions to improve the results of the team where they moved me to, due to my results and good performance they always trust that metrics would improve due to my commitment with my job, the only position to which I applied was the current positon of Brazil.

I take food, coffee and water to inmigrants passing out through our state on their way to the United States, I am a volunteer in an immigrant associateion, I collect used clothing and used shoes and/or tennis shoes to provide inmigrant with some help on their way.

HOBBIES AND SPARE TIME

I have studied a side technical carrier as barber, I go and cut hair to homeless living on the streets of the city.