

Carlos Abel Nevarez

ABQ1 Seasonal Learning Trainer

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Customer Service Specialist Account Management - Customer Relationship Management – Client Services Dedicated Learning Trainer works with operations and skills development teams. Organizer documents feedback and audit results to identify strengths and weaknesses. Problem solver that reacts quickly and productively to difficult situations and works hard to find solutions. I am a flexible hard worker that is ready to learn and contribute to team success. Current student looking to join the workforce to gain real-world experience. Ability to complete tasks on time in both individual and team settings. Dependable and reliable, ready to learn and grow with your company.

EXPERIENCE

Learning Trainer

Amazon, Albuquerque, NM

Dec 2021 - Present

- Established positive, ongoing professional relationships with customers and co-workers.
- Handled multiple tasks in a fast-paced environment while maintaining a high degree of accuracy.
- Trained new hires in efficient service and developed new relationships with new amazon AA's.
- Conducted internal surveys and employee interviews, applying feedback to assess and improve training programs.
- Monitored and evaluated training activities and program effectiveness.
- Attended meetings and seminars to obtain information for use in training programs and to inform management of training program status.
- Organized and directed orientation and onboarding sessions for employees and customers.
- Collaborated with management to periodically review and update training program objectives.
- Maintained records of completed training and required recertification's.
- Contributed to employee development plans in support of job-specific skills development.
- Coordinated team exercises and group discussions to increase training engagement.
- Maintained records of completed training and required recertifications.

Cashier

Blakes Lotaburger LLC, Albuquerque, NM

Jan 2019 - Jan 2020

- Maintained cash accuracy by working with supervisor to correct deficiencies.
- Enforced store safety and cleanliness standards, reducing hazards.
- Delivered service excellence through all points of contact.
- Provided efficient and courteous service to customers.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Computed and recorded totals of transactions.
- Processed cash, check and credit cards for customer purchases.
- Counted cash drawers at beginning of shifts to verify correct amounts.

Administrative Assistant

- Provided cross-coverage support for other administrative personnel.
- Resolved issues, escalating major conflicts and concerns to appropriate personnel.
- Proofread and edited correspondence to fix typographical errors or mistakes in grammar.
- Maintained calendars and schedules to set appointments for management team.
- Maintained files and filing, keeping sensitive information confidential.
- Maintained office inventory by assisting with supply orders.
- Served as primary point of contact for facilitating operational and administrative inquiries.
- Established professional and collaborative working relationships with company associates and external parties.

Driver Manager*Power Lift Foudation Repair, Sherman, TX**Mar 2013 - Feb 2016*

- Maintained logs of vehicle mileage and gas purchases.
- Operated radios and cellular devices to communicate with other drivers.
- Maintained clean driving record and obeyed traffic laws and regulations.
- Drove vehicles across various types of terrain and roadways.
- Performed routine maintenance on vehicles to promote longevity and prevent breakdowns.
- Promoted vehicle longevity by replenishing fluids and replacing worn tires.
- Supervised activities of workers engaged in receiving, storing, testing and shipping products and materials.

EDUCATION**Bachelor of Science (B.S.) In General Studies W/ Concentration In Essential's HR Candidate****GPA 3.91***Southern New Hampshire University, Manchester, NH**Expected graduation Feb 2023***Awards & Honors**

- Honor Roll

Associate in Arts (A.A.) In Liberal Arts & Sciences*Central New Mexico Community College, Albuquerque, NM**Dec 2019***Awards & Honors**

- Honor Roll

Associate in Science (A.S.) In General Studies*Central New Mexico Community College, Albuquerque, NM**Jan 2019***Awards & Honors**

- Honor Roll

Certification In Integrated Studies*Central New Mexico Community College, Albuquerque, NM**Jan 2019***Awards & Honors**

- Honor Roll

Certification In Health wellness and public safety certificate*Central New Mexico Communtiy College, Albuquerque, NM**Jan 2019*

Awards & Honors

- Honor Roll

SKILLS

- Microsoft Office, Excel, PowerPoint Experience with a 45, wpm average
- Planning
- Leadership
- Teamwork
- Adaptability
- Interpersonal Skills
- Time Management Skills
- Data Entry
- Problem-Solving
- Goal-Oriented
- Active Listening
- Conflict Resolution

CERTIFICATIONS

- Basic Life Support (Exp:2023)

LANGUAGES

Spanish

Bilingual

Southern New Hampshire University

REFERENCES

References available upon request

ADDITIONAL INFORMATION

LinkedIn

[linkedin.com/in/carlos-a-nevarez-65515922a](https://www.linkedin.com/in/carlos-a-nevarez-65515922a)