

Carlos Defas

Doral, FL 33172

carlosgutierrezdefas@gmail.com

(305) 978 - 6062

Work Experience

Server/Waiter

Carrabba's Italian Grill - Miami, FL

October 2020 to July 2021

- Customer service
- Waiting
- Bus tables
- Section upkeep
- Opening/Closing
- Tip responsibility
- Birthday entertainment

Shift Manager

Pizza Hut - Kendall, FL

2017 to 2019

Follow opening and closing procedures (Count all registers and safe, count inventory)

- Keeping our store up to code (Cleanliness, Produce, Temperature, equipment)
- Perform regular performance updates on my team members
- Accept, Count, and organize new inventory received via truck delivery
- Ascertain all customers are satisfied, handle any issues/complaints/concerns
- Store crisis management
- Hiring process and interview

Customer Support Representative

AOL & DTV Sales - Cutler Ridge, FL

2015 to 2016

Assist members of AOL with their accounts such as billing, organization, account information, and benefits altogether maintain the members that call to cancel their AOL accounts.

- Assisting callers set up a DTV satellite as well as organizing packages and appointments and choosing the best prices, and channels to their specification.

Health Prevention Specialist

Pridelines - Miami, FL

2011 to 2014

Event organizer

- Customer service (providing Knowledge, free testing, and consultation)
- Youth counselor

Education

A.A in Arts in Business Management

Miami Dade College

2013 to 2016

High School Diploma

Jefferson Highschool

Skills

- Customer service
- Pos
- Pos systems
- Excel
- Microsoft office
- Powerpoint
- Word
- Publisher
- Mac
- Sharepoint
- Excellent interpersonal communication skills
- Time management
- Shift Supervisor
- Team Member
- Key Holder
- Shift Lead
- Food Service
- Crew Member
- Portuguese
- Crisis Management

Assessments

Supervisory Skills: Directing Others — Expert

October 2019

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

KEY SKILLS

- 6+ years of customer service.
- Excellent interpersonal communication skills
- 2+ years of management skills.
- Strong time management skills and able to work with other staff to provide accurate, updates and excellent service.
- Able to handle high-stress environments during peak hours
- Ability to multi-task
- Proficient in Microsoft Office (Word, Publisher, Excel, PowerPoint, SharePoint)
- Proficient in Windows, Mac operating systems, and POS systems
- Languages: English and Spanish, Portuguese
- Ability to work independently and lead a team.