

Aaron C. Saralegui

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PROFESSIONAL SUMMARY

Throughout my career, I have consistently demonstrated my ability to drive results in customer service, business development, and web development. With a passion for developing software and analyzing data, I am a highly assertive professional who is committed to achieving success for my organization.

I possess a proven talent for crafting websites that are well-designed, align with business objectives, and satisfy customer needs with minimal resource expenditure. Success-focused operator with expertise spanning operations optimization, relationship management, team leadership and collaboration, staff training and development, technical operations, process improvement, customer experience management, inventory control, issue resolution, revenue maximization, experience in (CRM) Salesforce, and project management. Exceptionally dedicated professional with keen interpersonal, communication, and organizational skills, as well as account management, troubleshooting, and extensive technical expertise.

PROFESSIONAL EXPERIENCE

VERIZON WIRELESS, REMOTE, ARIZONA, 2020 TO 2023

Customer Service Advocate

- successfully serviced over 30 clients on a daily basis, providing an unparalleled customer experience. My efforts have resulted in 100% satisfaction scores.
- Empowered customers by suggesting personalized products and services, enhancing satisfaction.
- Efficiently and confidently resolving customers' challenges in a single call
- Resolved customer concerns related to general issues, billing, and account issues focused on improving the education of products and services.
- Proficiency with technology and the ability to apply it to solve technical problems.
- Achieved success through the consistent application of self-discipline, exemplary time management skills, resourcefulness, unwavering accountability, and collaborative teamwork with both peers and leaders

Independent CONTRACTOR, TUCSON, ARIZONA, 2020 TO 2020

Web Developer Freelancer

- Using HTML, CSS, and JavaScript, develop and design the homepage for a medical manufacturing startup.
- Develop and design in a timely manner, communicate timelines, and work closely with the team.
- Create a robust "Contact Us" section that enables interested customers to communicate with the company effectively.
- By accepting a short-term contract, I efficiently delivered the project within the deadline, demonstrating my ability to work under pressure and produce high-quality results.

VERIZON WIRELESS, TUCSON, ARIZONA, 2012 TO 2020

SOLUTIONS SPECIALIST/KEYHOLDER

- Charged with administering retail sales and ensuring that all sales quotas and objectives are met or surpassed on a monthly basis.
- Play a key role by troubleshooting, diagnosing, and swiftly resolving a range of customer service issues.
- Operate with a strong focus on meeting monthly quotas and achieving success across all of my operations.
- Establish and nurture close relationships with key clients to allow for maximum operational success.
- Lead the development and execution of innovative sales strategies and utilize Salesforce (CRM) technology to improve business sales.

- Execute all administrative aspects of sales, including customer contracts, payment processing, etc.

VERIZON WIRELESS, YUMA, ARIZONA, 2012 TO 2012

Assistant Manager

- Charged with administering retail sales and ensuring that all sales quotas and objectives are met or surpassed on a monthly basis.
- Conduct the evaluation of delivery manifests and inventory to ensure accuracy.
- Managed a team of 15 employees, including Sales and Customer service. Created and implemented an employee incentive program, increasing sales customer experience.
- Operate with a strong focus on meeting monthly quotas and achieving success across all of my operations.
- Increased customer satisfaction by reducing wait times, offering first-class customer service, and encouraging front-facing leaders ready to help.
- Establish and nurture close relationships with key clients to allow for maximum operational success.
- Lead the development and execution of innovative sales strategies.
- Execute all administrative aspects of sales, including customer contracts, payment processing, etc.

Verizon Wireless, TUCSON, ARIZONA, 2007 TO 2012

Retail Sales Representative

- Elevated sales figures across multiple locations, driving revenue growth and enhancing overall performance.
- Improved customer satisfaction and drove increased sales through personalized service and attentive customer engagement
- Consistently exceeded team quotas and revenue targets month over month by collaborating effectively within the sales team
- Surpassed Quota/revenue target for net activations, customer renewals, and enhanced services top sales performer.
- Certifications to work with small and medium business accounts. Accomplish top business-to-business sales.

EDUCATION AND CREDENTIALS

FULL STACK WEB DEVELOPER CERTIFICATION, 2019

University of Arizona, Tucson, Arizona

BACHELOR OF SCIENCE IN BUSINESS WITH A CONCENTRATION IN GLOBAL MANAGEMENT (B.S.), 2014

University of Phoenix, Tucson, Arizona

TECHNICAL EXPERTISE

- **Operating Systems:** Microsoft Windows, Mac OSX
- **Applications:** Microsoft Suite, Salesforce, Adobe Photoshop, CorelDRAW, and Final Cut Pro.
- **Programming languages:** HTML5 | CSS3 | Bootstrap | Ruby | Ruby on Rails | PostgreSQL | JavaScript | jQuery | and ReactJS |

ADDITIONAL INFORMATION

Languages: Fluent in English and Spanish

PROJECTS

AlphaProject: https://github.com/acsaralegui/project_april | <https://projectapril.herokuapp.com/>

- AlphaProject allows the user to create personal articles.
- Ruby on rails app, HTML5, CSS3, Bootstrap, Heroku, and PostgreSQL

Grammable | <https://github.com/acsaralegui/grammable> | <https://grammable-eb70b4970752.herokuapp.com/>

- An Instagram clone built using industry-standard, test-driven development following numerous red/green/refactor cycles.
- The core responsibilities were to create the app from the ground up.
- Ruby on rails app, HTML5, CSS3, Bootstrap, Heroku, PostgreSQL, and AWS S3

Foodies: <https://github.com/acsaralegui/easilysmart> | <https://foodies-2023-d8fcdc282358.herokuapp.com/>

- A Yelp clone that integrates with the Google Maps API and includes features like user comments, star ratings, image uploading, and user authentication.
- The core responsibilities were to create the app from the ground up.
- Ruby on rails app, HTML5, CSS3, Bootstrap, Heroku, PostgreSQL, and AWS S3

Flashback: <https://github.com/acsaralegui/Flashback> | <https://acsaralegui.github.io/Flashback/>

- This project is an interactive flash card app that demonstrates the history of React.
- The core responsibilities were to create the app from the ground up.
- React, ReactDOM, Github, and Babel