

JOEL MENDIZÁBAL GUEVARA

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OBJECTIVE: To contribute by always looking for continuous improvement covering all company/client needs, being alert and maintaining a great relationship with staff and clients, evaluating and reviewing quality continuously to recommend strategies & corrective action plans using my skills, knowledge, standards and logistics / client care / sales experience to benefit the Company.

EDUCATION:

UNIVERSIDAD AUTONOMA DE BAJA CALIFORNIA (UABC) JAN-2005 to JUN-2009
International Business (BACHELOR'S DEGREE) **Mexicali B.C.**

EXPERIENCE:

RS Hughes (Pas Agent).

JUL 2024.

Mexicali B.C.

- Document, reception, preparation and verification of orders.
- Warehouse inventory control.
- Product labeling.
- Help customers with product recommendations and financial inquiries.
- Product and financial solutions expert.
- Collaborated with cross-functional teams to deliver on-time and on-budget projects and initiatives.
- Currently maintaining high levels of customer satisfaction by ensuring effective and quality service addressing customer queries and resolving any issues that may arise during the contractual process.

ULINE (Customer Service Representative).

SEP 2021 to JAN 2024.

Mexicali B.C.

- Process customer orders/inquiries over phone, email and chat using world-class technology.
- Help customers with product recommendations and financial inquiries.
- First class product, financial and solutions expert.
- Collaborated with cross-functional teams to deliver on-time and on-budget projects and initiatives.

Technicolor TGL (Logistics Account Manager).

DEC 2017 to SEP 2021.

Mexicali B.C.

- Promoted to Account Manager in 2019.
- Led the team to exceed revenue targets with an avg. of 35%.
- Negotiated with suppliers and customers, ensuring that strategic agreements were reached with a good price-quality ratio; as a result, I managed to reduce logistics costs by over 30% average.
- Created successful media campaign, increasing new customers by 25% within a year.
- Planned distribution routes, prioritizing safety and transportation time.
- Planned transport logistics budgeting including route and delivery scheduling.
- Coordinated shipment tracking with functional systems (tracking software, barcodes, etc.).
- Prepared operating cost reports.
- Met 100% of productivity costs reduction goals implementing on time and precise delivery by drawing up action plans together with my team, ensuring their continuous training.
- Developed strategic supply chain plans to optimize product life cycles from manufacturing to delivery.
- Implemented vehicle & equipment maintenance process resulting in a 25% reduction on operating costs.
- Established strong relationships with key partners to identify new opportunities for expansion.

Language Line Solutions (Translator/Interpreter – English/Spanish/English)

SEPT 2016 to DEC 2017.

Mexicali B.C.

- Interpreter for 911, insurance and medical calls

International Dispatch Logistics-IDL (Site Manager)

NOV 2014 to DEC 2016.

Mexicali B.C.

- Developed / implemented strategies to improve customer service quality and call center performance.
- Inspired team performance with behavioral-based coaching, motivation, /management methodologies.
- Reduced budget costs by 20% while maintaining a consistently high standard of quality services.
- Hired, trained and coached call center staff on customer service techniques

TELVISTA (Account Specialist / Account Customer Services Manager).

MAR 2010 to JUL 23rd 2014

Mexicali B.C.

- In charge of 1 Ops. Mgr. 10 sups. & 150 agents.
- Acted as a liaison between the company, suppliers and clients.
- Supported the Logistics team in various tasks as needed and managed and maintained relevant documents and records.
- Performed various data entry tasks, ensuring the accuracy of all information. Implemented new procedures to increase efficiency and reduce costs, increasing efficiency by 30%.
- Successfully developed marketing plans that resulted in a 25% increase in overall revenue.
- Measured team performance with behavioral-based coaching, motivation/management methodologies.
- Negotiated, developed and maintained relationships with key stakeholders.

Computer Science School – ECCO (Public Relations and Sales Manager)

JUN 1999 to MAR 2006

Tijuana B. C. / Mexicali B. C.

- Implemented promotional media campaigns and provided all necessary support to Marketing.
- Developed sales strategies with presentations increasing new customer acquisition by 50% in two years.
- Utilized rigorous analytics processes to identify market trends and opportunities for growth.
- Monitored customer satisfaction levels, evaluated feedback, and coordinated with product development teams for product improvements.
- Managed day-to-day operations of the team, including performance reviews, team meetings, coaching sessions, and recruitment activities.

OTHER SKILLS/QUALIFICATIONS

- Customer Relationship Management (CRM)
- Strategic planning.
- Data analysis.
- Design and development of operational processes.
- International trade and customs management.
- Personnel management & Conflict resolution.
- Leadership / Teamwork.
- Reporting analytics.
- Market Research and Product Strategy
- Pitching & Negotiation
- Budget Planning & Forecasting
- Digital Marketing & Social Selling
- 100% attention to detail with excellent organizational and administrative skills.
- Bilingual (English/Berlitz certified) 99%,
- Took "SMART Coaching" Workshop at Telvista.
- Availability to travel with current Visa.