

Ricardo Montalvo
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OBJECTIVE: Retail sales associate with REI in Santa Rosa

SKILLS SUMMARY

Retail Sales: Knowledgeable and friendly customer service; efficient cash register operation for sales, refunds and returns; professional integrity to ensure lifelong customer satisfaction and repeat patronage.

Outdoors: Personal and professional passion for outdoor adventures; experienced working in campground and national and regional park settings; familiar with outdoor gear for hiking, camping, water sports, etc. Sensitive to recreational and environmental uses of nature.

Communication: Strong interpersonal skills; training in public speaking, constructive feedback, critical and empathic listening, and group facilitation.

Teamwork: Dedicated and enthusiastic about working with others; encourage group members to achieve goals; diligently seek out assistance when appropriate.

Computer: Internet research, MS Word/Excel/PowerPoint, AutoCad, Photoshop, and Illustrator

HIGHLIGHTS AND ACCOMPLISHMENTS

Employee of the Year in 2007 for Sonoma County Regional Parks.

Six years experience in customer service, resolving customer disputes and educating the public.

Trail restoration in Ansel Adams Wilderness. Summer 2007 backpacking trip to re-route a long section of the original Pacific Crest Trail to reduce environmental impact on surrounding meadow.

Responsible for initiating and coordinating Doran Park Volunteer Project to enlist high school students to perform community service projects including trail maintenance and beach habitat restoration.

Sales and marketing experience for Safeway. As Sales Specialist, traveled among stores introducing new and featured products to increase sales and re-build customer relationships after store remodel.

EMPLOYMENT HISTORY

Sonoma County Regional Parks	Park Aide/Volunteer Coordinator	Doran Park	2006-Present
Safeway Corp.	Marketing/Sales Specialist	Santa Rosa	2005-2006
Safeway Corp.	Courtesy Clerk	Santa Rosa	2005-2006
Bradley Video	Clerk/Video Games Sales	Santa Rosa	2003-2005

EDUCATION

Santa Rosa Junior College Mechanical Engineering AA Degree Anticipated June 2011
Awarded Dean's Highest Honors List throughout entire college career