

Ray Rodriguez

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<http://www.rayrodriguezdesigns.com>

Profile

Highly skilled customer service, fashion, and graphic design professional. Extremely efficient, organized, and adept at handling large work volume, prioritizing, and performing well in a demanding, fast-paced work environment. Excellent computer skills (WIN/OSX); Adobe Creative Suite; and skilled communicator. Bilingual: English & Spanish. Highly personable with a very professional demeanor.

Experience

CUSTOMER RELATIONS MANAGER, NATIONAL BRAILLE PRESS, BOSTON, MA DEC 2014–PRESENT

- Customer service, order fulfillment, and inventory control.
- Oversee national braille children's book program, *ReadBooks!*
- Manage all aspects of customer relationships for the publications department.
- Organize and attend national conferences and tradeshow.

USER SUPPORT AND DATA MODERATION MANAGER, MOBEE, BOSTON, MA SEPT 2015–PRESENT

- Data analyst team leader: oversee all day-to-day tasks and coordinate work between data moderation team members.
- Work with the app UI to establish data correction and output to clients.
- Assist Operations Director with audits and client driven data requests.
- Oversee user support: provide support from app users, including troubleshooting and account reviews.
- Assist operations team with various projects in mission development, control, and final client deliverables.

SHIFT MANAGER, STARBUCKS CORPORATION, BOSTON, MA AUG 2010–DEC 2014

- Assist with new partner training and coaching as needed.
- Create positive work and learning environment.
- Develop positive relationships with shift team and store community.

ASSISTANT HUMAN RESOURCES MANAGER, NEIMAN MARCUS, NATICK, MA AUG 2007–AUG 2010

- Provide information on employee development opportunities, assistance programs, and organizational development.
- Coordinate trainings for point-of-sale, new hire, and job fairs.
- Organize recruitment/retention and workforce census, salary and benefits, employee relations, conflict management, and hire/terminations.

Education

Southern New Hampshire University	2016
Bachelor of Science in Graphic Design	
Massachusetts College of Art and Design	2013
Certificate of Fashion Design	
New Mexico State University	
Master of Arts in Curriculum and Instruction	2001
Bachelor of Business Administration	1997