

MARIO J. PEOPLES

PROFESSIONAL PROFILE

Management experience in high volume customer orientated environment with proven sales background.

SUMMARY OF QUALIFICATIONS

- Well-rounded background in customer service, sales and operations, team oriented.
- Demonstrated history in maintaining and expanding clientele.
- Strong auditory and inquiry abilities allow customer needs to be established.
- Consistent sales performance dominating top sales each month.
- Bi-lingual fluent Spanish oral and written.
- Experience analyzing numerical data, and utilizing data interpretation to implement change.
- Proficient in MS Word, MS Excel and MS Access.

EDUCATION

2012 to Present: Temple University, International Business Major, Fox School of Business; Spanish CIBER Certificate Program (Center for International Business and Culture) Fox School of Business.

- GPA: 3.15; GPA Major: 4.0; GPA Minor (Spanish): 4.0.

Accepted in the following Programs:

- Study Abroad: Destination Vietnam, Temple University, May 2013;
- Temple University in Spain: Spanish Language Literature and Culture, July 2013.

2011-2012: Student at Lehigh Carbon Community College Majoring in Business, Minor in Spanish.

- GPA: 3.6
- Deans List Spring 2011, Summer 2011 and Fall 2011.
- Phi Theta Kappa Honor Society (Similar to Phi Beta Kappa but for 2 year colleges).
- Admitted to Temple University Fox School of Business, for Fall 2012. Academic Scholarship.

2002-2006 Downers Grove South High School, Downers Grove, IL

EMPLOYMENT

2010-2012 Home Depot St. Clair, PA

Sales Associate: Various responsibilities, including customer service and inventory management.

- Responsible for Spanish language customers;
- Employee of the month.
- Worked full time while attending Lehigh Valley Community College.

2007-2009 McDonalds Corporation Oakbrook, IL

Assistant Store Manager

- Coordination of people, product and equipment to provide optimum customer service.
- Ensuring compliance with federal, state and company regulations.
- Managing for profit and increase in market share.
- Daily paperwork and cash accountability.
- Volunteering in community services and events to help children in misfortunate situations.

2007-2009 Sears Outlet Center Darien, IL: *Sales Associate*

- Assisting customer in selecting appliances with features and warranty plans to meet their needs to provide the best value.
- Establishing a positive rapport with the guest.
- Closing the sale and accurately processing paperwork

REFERENCES

Available Upon Request
