

# Carlos A. Moreno

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## EDUCATION & LICENSES

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**Arizona Department of Real Estate License** | Realtor®, SA708221000

**Arizona State University** | Bachelor of Arts

## EXPERIENCE

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### Leasing Associate

Current

Berkshire Communities | Phoenix, AZ

- Process rental applications; verify income, screen tenants for credit, background, & rental history
- Negotiate lease terms & rental agreements with prospective tenants while ensuring a smooth move-in/move-out process
- Maintain tenant relationships by addressing inquiries & complaints promptly and efficiently
- Implement effective marketing strategies to drive high occupancy rates

### Motoring Advisor

Dec 2022 - March 2023

MINI of Tempe | Tempe, AZ

- Greeted customers and assessed purchase needs by asking questions & listening to their concerns
- Provided information on financing options, inventory, market trends, and additional services
- Met sales target(s) by utilizing CRM systems to maintain contact with potential clients via email, phone, and text
- Ran effective e-mail & text campaigns to drive traffic into showroom by providing insight on promotional offers and incoming inventory

### Barista | Manager

Jan 2021 - Jan 2023

Black Rock Coffee Bar | Scottsdale, AZ.

- Tracked daily revenue and prepared related weekly & monthly reports—i.e. weekly schedule, YTD profits, waste, etc.
- Deposited and withdrew cash as necessary to maintain financial security of the store and its assets
- Maintained and organized inventory; managed stock rotation to minimize waste and adhere to health & safety standards
- Cultivated customer relationships to build rapport and trust ensuring constant business
- Hired, trained, and mentored staff members while overseeing daily operation of café ensuring a high standard of service and product quality

### Sales Associate

Nov 2019 - April 2022

Vans | Scottsdale, AZ

- Prepared merchandise for sales floor by appropriately pricing, tagging, and displaying relevant product
- Continuously contributed \$1M+ in sales yearly via product knowledge to recommend and upsell merchandise to customers based on their needs & preferences
- Processed customer purchases, returns, and exchanges upholding company policy to ensure financial security throughout
- Engaged with one or more customers simultaneously to ensure efficient use of time while upholding an exceptional customer service experience

### Small E-Commerce Shop Owner

June 2016 - Aug 2020

DEPOP | Santa Ana, CA

- Individually sourced products for sale maintaining accurate inventory and profit counts
- Researched & implemented fashion, photography, merchandising, and other platform-relevant marketing strategies and trends to boost sales and engagement
- Processed customer returns, replacements, inquiries, and purchases in an efficient manner to ensure customer satisfaction