

Edgar R Navas-Mendoza

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Core Competencies/Skills

Accomplished professional with over 25 years of experience in customer service delivery, complex investigations, risk management, and leadership. Demonstrates exceptional management, communication, and negotiation skills. Proven expert in fostering relationships with internal and external customers, ensuring alignment with company goals and core values. Eager to contribute to a productive and efficient team focused on driving company growth and maximizing customer satisfaction. Bilingual in Spanish and English, with a keen attention to detail, and a reputation for responsibility and integrity.

Education and Certifications

Hotel and Hospitality Training Certificate Holyoke Community College, Holyoke, MA	Jun 2023
GUEST Service Gold Making Connections Certificate Holyoke Community College, Holyoke, MA	Jun 2023
Logistics & Supply Chain Management Diploma Universidad Tecnológica del Centro, Valencia Venezuela	Dec 2012
Associates Degree in Marketing Colegio Universitario de Administracion y Mercadeo, Valencia Venezuela	Jan 1993

Work Experience

<i>Guest Experience Expert</i>	June 2023- Present
Marriott International-Courtyard Management LLC- Courtyard Hartford Windsor Airport <ul style="list-style-type: none">• Provide exceptional customer service to guests by addressing their needs, inquiries, and concerns promptly and effectively.• Resolving guest issues and complaints in a timely and satisfactory manner to ensure a positive outcome.• Analyze guest data and feedback to identify trends, opportunities, and areas for improvement in the guest experience.• Working closely with other departments, such as marketing, operations, and sales, to ensure a consistent and seamless guest experience across all touch points.	
<i>Administrative Assistant</i>	Apr-2023- June 2023
Behavioral Health Network, Inc. BHN, Springfield, MA <ul style="list-style-type: none">• Handling incoming and outgoing emails, phone calls, and other forms of communication. Drafting and editing correspondence, memos, reports, and other documents.• Managing calendars, scheduling appointments, meetings, and travel arrangements. Coordinating events, conferences, and other activities.• Ordering office supplies, maintaining office equipment, and ensuring the smooth running of the office environment. Handling incoming and outgoing mail and packages.• Interacting with clients, customers, and visitors. Providing information, answering inquiries, and directing individuals to the appropriate contacts.• Organizing and preparing materials for meetings. Taking meeting minutes, distributing agendas, and following up on action items.	

Package Handler Seasonal Part Time
Fedex Ground, Chicoppe . MA

Nov 2022 – April 2023

- Loaded and unloaded packages from delivery vehicles, ensuring careful handling to prevent damage.
- Used equipment such as pallet jacks, forklifts, and conveyor belts to move packages.
- Sorted packages based on destination and priority, using manual or automated systems.
- Ensured packages are placed in the correct location for further processing or delivery.
- Inspected packages for damage and report any issues to the supervisor.
- Accurately scanned and labeled packages using handheld devices or computer systems.
- Ensured all packages are handled with care and in accordance with company guidelines.
- Assisted in maintaining a clean and organized work area.
- Participated in inventory counts and audits as required.
- Followed all company policies and procedures, including safety guidelines.
- Adhered to all safety standards and protocols to prevent accidents and injuries.
- Reported any safety concerns or incidents to the supervisor immediately.
- Wore appropriate personal protective equipment (PPE) as required.

Center Manager

Jan 2022 – Aug 2022

Goodyear, Commercial Tires Center Manager, Springfield, MA

- Oversaw daily operations of the tire center to ensure efficient and effective service delivery.
- Ensured compliance with all company policies, procedures, and safety standards.
- Managed inventory levels and order supplies as needed to maintain optimal stock.
- Ensured high levels of customer satisfaction through excellent service.
- Addressed customer complaints and concerns promptly and professionally.
- Developed and maintain strong relationships with customers to encourage repeat business.
- Monitored financial performance, including sales, expenses, and profit margins.
- Prepared and manage budgets, forecasts, and financial reports.
- Implemented strategies to achieve financial targets and improve profitability.
- Recruited, hired, trained, and managed a team of service technicians, sales staff, and administrative personnel.
- Conducted performance evaluations, provide feedback, and implement performance improvement plans as needed.
- Fostered a positive work environment that encourages teamwork, accountability, and professional growth.
- Developed and implement sales strategies to increase revenue and market share.
- Promoted and sell tire products, services, and promotions to customers.
- Analyzed sales data to identify trends and opportunities for growth.
- Ensured that the facility and equipment are maintained in good condition.
- Conducted regular safety inspections and ensure compliance with health and safety regulations.
- Implemented safety training programs for staff to minimize workplace hazards.

Business Development Associate – Sales Department

July 2021 -Dec 2021

Iberia Foods, Palmer, MA

- Analyzed competitor activities and industry developments to inform strategic decisions.
- Prepared detailed reports and presentations on market findings and opportunities.
- Identified and approached potential clients through networking, cold calling, and other outreach methods.
- Built and maintained strong relationships with existing and prospective clients.
- Assisted in developing customized business proposals and presentations to secure new business.
- Supported the sales team in achieving sales targets and objectives.
- Coordinated with the marketing team to implement promotional strategies and campaigns.

- Assisted in the preparation of sales materials, including brochures, presentations, and product information.
- Participated in the development and execution of business development strategies.
- Worked closely with senior management to align business development activities with company goals.
- Identified and evaluated new business opportunities, including partnerships, collaborations, and market expansion.
- Represented Iberia Food Groups at industry events, trade shows, and networking functions.
- Assisted in the planning and execution of company-sponsored events and promotional activities.
- Maintained accurate records of business development activities and client interactions.
- Prepared regular reports on business development progress and outcomes.
- Provided feedback and insights to improve business development processes and strategies.

Sales Associate, Tool Rental Department

Aug 2020 -Jul 2021

The Home Depot, Providence, RI

- Customer Service
- Open and close tools rental contracts

Car Detailer

Apr 2019- Mar2020

Excellent Car Care Corp. Providence, RI

- Washing, waxing, Vacuum
- Make sure the site products inventory is fully stocked for optimum performance.

Bilingual Event Coordinator

Sept 2018- Feb 2019

Creativo Eventos, Cartegena, Colombia

- Plan, organize, and coordinate events such as conferences, meetings, trade shows, and corporate events.
- Develop event concepts, themes, and agendas in collaboration with clients and internal teams.
- Coordinate all logistical aspects of events, including venue selection, catering, audiovisual needs, transportation, and accommodation.
- Serve as the primary point of contact for clients, vendors, and stakeholders.
- Ensure clear and effective communication in both languages (e.g., English and Spanish).
- Negotiate contracts with vendors and service providers to secure the best terms and services.
- Assist in developing and executing event marketing plans to drive attendance and engagement.
- Create promotional materials and communications in both languages.
- Utilize social media, email marketing, and other channels to promote events.
- Oversee event setup, execution, and breakdown, ensuring all elements run smoothly.
- Manage event staff and volunteers, providing clear instructions and support.
- Address any issues or emergencies that arise during the event, ensuring quick and effective resolution.
- Develop and manage event budgets, ensuring all expenses are tracked and stay within budget.
- Prepare financial reports and evaluate the financial performance of events.
- Conduct post-event evaluations to gather feedback and assess the success of the event.
- Prepare detailed reports on event outcomes, including attendee feedback, financial performance, and areas for improvement.
- Implement changes and improvements based on feedback for future events.

Security Manager - Service Supervisor

Mar 1992 – Mar 2007

General Motors Venezolana C.A.Valencia -Venezuela

- Oversaw daily security operations to ensure a safe and secure environment.
- Developed and enforce security policies, procedures, and protocols.
- Monitored security systems, including surveillance cameras, access control systems, and alarms.
- Conducted regular risk assessments to identify security vulnerabilities and threats.

- Developed and implement risk mitigation strategies.
- Ensured compliance with all relevant legal and regulatory requirements.
- Lead and coordinated responses to security incidents and emergencies.
- Conducted thorough investigations into security breaches and incidents.
- Prepared detailed incident reports and recommend corrective actions.
- Recruited, hired, trained, and managed a team of security personnel.
- Conducted performance evaluations and provide ongoing training and development.
- Fostered a culture of safety and security awareness among employees.
- Liaise with law enforcement agencies, emergency responders, and other external partners.
- Communicated security policies and procedures to all employees.
- Provided security briefings and updates to senior management.
- Stayed updated on the latest security technologies and trends.
- Recommended and implement new security technologies and systems.
- Ensured existing security systems are maintained and functioning properly.
- Developed and manage the security department's budget.
- Ensured cost-effective use of resources without compromising security standards.