



# NAYDETTE RODRÍGUEZ MANTILLA

## RESUME

High-achieving Sales Executive offering an extensive background in customer service, sales, client relations and leadership. Self-directed and self-motivated team player capable of working well independently demonstrating a high level of ownership and initiative. Quick and effective at decision making, while maintaining excellent customer service throughout the sales process.

📞 787-675-3029

@ naydette.rodriguez@gmail.com

📍 57 calle Delcasse, San Juan PR 00907

### EXPERIENCE

#### September 2017 – Present

*Nomad Property Management | San Juan, PR*

#### Operations Manager

- Manage and oversee all aspects of residential real estate operations for the firm, including property management, leasing, sales, and marketing.
- Develop and implement effective business strategies to drive revenue growth and increase profitability.
- Identify and pursue new business opportunities, such as joint ventures, partnerships, and acquisitions.
- Supervise a team of agents and staff, providing training, coaching, and support to ensure excellent customer service and high performance.
- Establish and maintain relationships with clients, vendors, and industry partners to promote the firm and generate referrals.

🌐 [WWW.NOMADPROPERTYMANAGEMENT.COM](http://WWW.NOMADPROPERTYMANAGEMENT.COM)

📷 [NOMADPROPERTYMANAGEMENT](https://www.instagram.com/nomadpropertymanagement)

f [NOMAD PROPERTY MANAGEMENT](https://www.facebook.com/nomadpropertymanagement)

### EDUCATION

May 2006

#### Social Science and Criminal Justice

*Universidad de Puerto Rico  
Carolina, PR*

2008

#### Psychology Exchange Program

*Universidad Complutense  
Madrid, Spain*

August 2013

#### Psychology Exchange Program

*Universidad Diego Portales  
Santiago, Chile*

May 2016

#### Psychology Counseling

*Universidad InterAmericana de Puerto Rico  
San Juan, PR*

August 2020

#### Real Estate Agent

*CRE COLLEGE | San Juan*

### LANGUAGE

100%

English

100%

Español



# NAYDETTE RODRÍGUEZ MANTILLA

## RESUME

📞 787-675-3029

@ naydette.rodriguez@gmail.com

📍 57 calle Delcasse, San Juan PR 00907

## EXPERIENCE

### August 2018 – August 2020

*Barlo Bistro | San Juan, PR*

#### CEO

- Creating and implementing organization, vision and direction.
- Recruiting, training and supervising staff. Overseeing stock levels and ordering supplies.
- Promoting and marketing the business. Establishes credibility throughout the organization and with the board as an effective developer of solutions to business challenges.
- Provides leadership and management to ensure that the mission and core values of the company are put into practice.
- Drives the company to achieve and surpass sales, profitability, cash flow and business goals and objectives.
- Spearheads the development, communication and implementation of effective growth strategies and processes.
- Develop and implement plans for the operational processes and personnel designed to accommodate the growth objectives of the company.
- Motivates and leads a high-performance management team; attracts, recruits and retains required members of the executive team not currently in place.
- Acts as lead through direct contact with every client and partner.
- Creating organization that will grow and flourish by promoting and marketing the business.
- Makes decisions about the company's objectives.
- Agreeing and managing budgets and planning menus. Ensuring compliance with licensing, hygiene and health and safety legislation/guidelines.



# NAYDETTE RODRÍGUEZ MANTILLA

## RESUME

📞 787-675-3029

@ naydette.rodriguez@gmail.com

📍 57 calle Delcasse, San Juan PR 00907

## EXPERIENCE

### June 2015 - July 2018

*Sherwin-Williams Paint Store*

#### Store Manager

- Managed all aspects of store operations, including customer service, marketing, merchandising, inventory, financial reports, and store safety for a Sherwin-Williams paint store serving wholesale and retail customers.
- Recruited and trained store employees, established work schedules and assignments, and provided guidance to help employees grow professionally.
- Made outside sales calls to grow the wholesale business.
- Oversaw and managed operational budgets, result reporting, compensation/recognition, customer and associate satisfaction, corporate safety, training, bid preparation/review, proposals, presentation and contracts, business plan/processes, and project scheduling.
- Successfully negotiated price reduction from suppliers resulting in 15-35% savings.
- Determined marketing strategies changes by reviewing operating and financial statements and departmental sales records.
- Handled \$2.5 million in sales.
- Maintained professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.

### August 2006 - July 2013

*AT&T Mobility | Guaynabo*

#### Retail Sales Consultant

- Specialist certificated in Small Business.
- Handle Administrative aspect of sales including complete customer contract and warranties.
- Maintain knowledge of competitive offer and provide critical market feed back to the Store Manager regarding local competition and product service need.
- Consistently exceeded sales goals by 150% by leveraging strong customer service and relationship marketing skills.
- Implemented comprehensive needs assessment mechanism to help recognize demand for plans and services.
- Managed, maintained and established business accounts with 200 devices.
- Executed problem-solving skills to determine solutions for clients in escalated situations.
- Ensured team-wide commitment to premiere customer service quality standards.
- Exceeded personal and corporate sales goals, consistently recognized as part of the top 15% of sales representatives in the local market.
- Maintained certification for as Small Business Sales Representative for over five years.
- Managed storefront financial responsibilities, including deposits, inventory maintenance, and processing financial transactions.

## EXPERIENCE

### September 2003- August 2006

*SunCom Wireless | Guaynabo*

#### Sales Specialist

- Team Leader 2004-2006
- Supervise and audit activation process, customer service trainings, tracking and monitoring calls.
- Continuously work with management to refine sales strategy to optimize efficiency and results.
- Provided customer support for cellphone and plan issues.
- Inbound sale/activation/enrollment calls in order to enroll customers into various. products/services.
- Performed phone upgrades, line activations,

and exchanges.

- Demonstrated and recommended products and services.
- Exceeded sales expectations every month.
- Established new accounts in support of completing contracts and warranty processes.
- Communicate with customers in ways of promoting new marketing campaigns through product promotions.
- Calculated bill plans in addition to newly acquired merchandise.
- Built and maintained rapport from new and existing customer accounts.

### 2004 - 2006

*Bostonian Clarks | Carolina, PR*

#### Sales Associate

- Ensure high levels of customer satisfaction through excellent sales service.
- Assess customers needs and provide assistance and information on product features.
- Welcome customers to the store and answer their queries.
- Follow and achieve department's sales goals on a monthly, quarterly and yearly basis

- "Go the extra mile" to drive sales.
- Maintain in-stock and presentable condition assigned areas.
- Actively seek out customers in store.
- Remain knowledgeable on products offered and discuss available options.

### June 2002 - July 2004

*GAP Inc. | Canovanas*

#### Sales & Team Leader

- Deliver results to contribute to the store's success.
- Are conscious of and accountable to store and individual goals and results.
- Confidently and proactively help resolve issues for customers and balance a number of customers in a busy retail environment.
- Maintain store expectations to improve customer shopping experience.
- Demonstrate a great degree of integrity and impose/maintain all company policies and communicate violations to the leadership team.

- Process POS (point of sale) purchases. Handle returns of merchandise.
- Team up with co-workers to ensure proper customer service.
- Build productive trust relationships with customers.
- Comply with inventory control procedures.
- Suggest ways to improve sales (e.g. planning marketing activities, changing the store's design).