



Sergio J Vargas

Davenport, FL | 956.607.1847 | sjvargas@icloud.com | in/sergiojvargas

SALES AND SERVICE SUCCESS MANAGER

Efficient and resourceful sales and service success manager. Uses advanced technical skills to improve team metrics. Regularly leads teams to exceed sales goals. Passionate trainer with talent for coaching employees. Earns frequent recognition for achieving top sales numbers and going above and beyond in everyday performance. Agile in learning new technologies. Trilingual: Spanish and Portuguese.

KEY STRENGTHS

- Customer Service & Sales
- Metric Management
- Problem Solving
- Conflict Resolution
- Process Automation
- Technology Solutions
- Training & Mentorship

SKILLS

- Word
- Excel
- Powerpoint
- Photoshop
- InDesign
- Premiere Pro
- HTML5
- JavaScript
- Windows
- MacOS
- Typing 65 Words per Minute

LANGUAGE

- English
- Spanish
- Portuguese

AWARDS & ACTIVITIES

- Quarter 1 2020 Top Sales Metrics Star Gala: Creating Sales Application 2020
- Quality Assurance Score: Leading the Way (Exceptional) 2019
- Star Gala: Exceptional Performance 2018
- Customer Service Rating Average: 98% 2015-2019

EXPERIENCE

February 2019 - December 2020

THE WALT DISNEY COMPANY Sold Disney tickets and products, and provided trip planning and scheduling services. Generated an average of \$9,000 in daily sales. Consistently identified departmental inefficiencies and updated outdated process and procedures.

DPC Coordinator

Reorganized digital files and created excel macros for sales tracking. Created a sales tracking application to enable entire team to meet sales goals for 5 months straight setting multiple company sales records.

Personally oversaw technology deployment of new office location, including printers and software. Avoided a week-long delay by foregoing official IT department installation.

June 2015 - February 2019

THE WALT DISNEY COMPANY Solved high-level guest service challenges while acting as trainer, supervisor, and department subject matter expert. Diffused escalations and developed personalized solutions by researching transactions, processing refunds, transferring balances, and creating and modifying reservations. Provided technical system support and supplemental training for sales communities.

Guest Services Specialist

Resolved major system issue by standardizing error reporting and collaborating with highest levels of management. Implemented solution in two days rather than the forecasted 3-month timeline. Earned recognition from four senior level IT members.

Created reservations for affluent guests with strict attention to detail. Partnered with different lines of business to create seamless experience for guests spending over \$50,000 on a single Disney visit. Achieved a superb average of 98% on customer satisfaction metrics.

EDUCATION & CERTIFICATES

May 2016

University of Texas Rio Grande Valley
Bachelor of Arts in English Literature

Edinburg, Texas

December 2020

Wilmington University
Certificate of Web Development Applications
Certificate of Graphic Design

Wilmington, Delaware

GPA 3.8