

Anthony Rosario-Licerio/CopywriterKuyaNinongScionStrategist

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Jobs

Licerio Auto Detailing Company April 2010-October 2019

Skills:Account Management, Customer Service, Data Entry, Inventory Management, Keen Eye for Detail, Mentorship, Project Management, Public Speaking, Teamwork, Time Management, Sales, and Strategy.

Enterprise Rent-a-Car April 2014-January 2019

Maintain customer and shop relations through check-ins and peer to peer conversation. These relations helped the branch maintain customer service standard through staff transitions.

Reworked Clean Car Program bringing detailing best practices from past experiences, building the foundation for customer service, and decreasing completion time (*8:46 minutes, and 1-2 hour full-vehicle details a cost savings of \$100/car.*)

3-Month 91/100 ESQI x2 (*with two different teams.*)

12-Month 86/100 (*2-points greater than corporate average.*)

Vancouver Toyota April 2010-August 2010

Learned Foundational Strategies and Tactics to Auto Detailing

Misc jobs. **Creative Consultant**, Car Valet, Entrepreneur, Fireproofing Laborer, Gas Station Attendant, **Political Field Strategist**, Field Canvasser, **Social Media Manager**, and Stock Room Clerk.

Brain Training

A Library Card and a Few Late Fees, Portland Community College Creative Writing, Art Institute of Portland Advertising, Community Emergency Response Team, United Bicycle Institute Professional Repair and Shop Operations, Wellstone Movement Technology Bootcamp.

Life Trophies

7-State Wanderer, Backpacker, Friends of Trees Volunteer, Frmr. School Director Candidate, and Slam Poet.