

ERIC MALDONADO

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OBJECTIVE

To use my years of experience in sales, account management, customer service, Big Box retailer store layouts, planograms, displays, promotions, wholesale and retail sales as an Operations Manager or Field District Manager where I can use my outstanding professional relations with Purchasing and Operations Management professionals from Big Box Retailers in Puerto Rico.

- **Walmart, Sears Roebuck, K-Mart, Office Max, Office Depot, Comp USA, Best Buy**

Product Manufacturer experience includes:

- **Microsoft Latin America, Apple and HP**

EXPERIENCE

- **United States Department of Commerce Census 2020, Caguas, Puerto Rico 2020**

Administration Clerk

- Performed various administrative and clerical tasks, in an office environment, to support various functions, including payroll, personnel, recruiting, field operations, and support functions.
- Used word processing, spreadsheet, and other software to perform duties.
- Used automated systems to complete assigned work, including operations control systems, personnel and payroll systems, and other software.
- Maintained paper and electronic files and administrative records.
- Verified inventories, organized, and ensured proper tracking of equipment, and managed supplies.
- Answered, made calls, and provided customer service.
- Received, controlled, recorded, and processed all incoming and outgoing shipments of supplies, correspondence and packages, and miscellaneous equipment.
- Passed federal government background check.

DynCorp International, Fort Worth, Texas 2017 – 2018

Warehouseman

- Main distribution logistics network, electrical restoration project in Puerto Rico post hurricane Maria.
- Dispatch y receive orders from Army Corps of Engineers.
- Inventory control, logistic & customer service.

Marketsource / T-Mobile 2014 – 2017

T-Mobile District Manager

National Retail Sales - Puerto Rico

- Increased retail sales 350% in three (3) years through direct selling and marketing sales plan.
- Increased revenue in district by *24 million dollars in three (3) years*.
- Trained client sales associates and established group leaders at all 23 retail locations.
- Installed and assembled marketing advertisement program from main office located in Atlanta, Georgia (USA).

Customers in Puerto Rico include Walmart Family Mobile, Costco and Fort Buchanan.

Accomplishments at Walmart within a 12-month period:

- *Established a communication network with all department managers.*
- *Hired and trained Event Sales Representative (ESR) at high volume stores.*
- *Increased inventory levels at all locations.*
- *Provided training on new equipment.*
- *Verified all price brackets.*
- *Established Puerto Rico as the number one district among 25 districts Nationwide.*
- *Managed seven direct reports.*

Mosaic Sales Solutions, 2005 – 2010

Mosaic Sales Solutions provides customized sales, marketing, merchandising, Point of Purchase solutions to manufacturers & retailers.

Microsoft END / Commercial Division, Field Representative - Puerto Rico

- Increased B2B sales through in-store product demonstrations at big box retailers.
- Provided training to all Microsoft clients
- Installed and assembled marketing advertisement program at Retailers according to POG.
- Executed monthly assignments and projects received from main office located in Redmond, Washington (USA).
- Provided 100% customer satisfaction ratings throughout assigned territory in Puerto Rico.

Customers in Puerto Rico included Best Buy, Sears, K-Mart, Office Depot, Office Max, Walmart, and CompUSA.

Specific involvement as the only Microsoft North American Representative in Puerto Rico.

- *Provided product training to all retail personnel.*
- *Established excellent rapport with distributors and retailers.*
- *Maintenance of all Interactives equipment located at retail locations.*
- *In store placement of all Marketing Material POP.*
- *In store product demonstrations.*
- *Executed corporate incentives for sales personnel (Spiffs).*
- *Provided training for new product releases.*
- *Verified all price brackets for current and promotional events.*
- *Increased sales at all Microsoft accounts.*
- *Provided support to customer service personnel.*

Personal involvement with Apple and Hewlett Packard:

- *Provide training & marketing collateral for Microsoft Products that worked with Apple and HP Products.*
- *Increased sales.*

EDUCATION

University Interamericana of Puerto Rico
Business Administration / Marketing

George Westinghouse Vocational & Technical High School
Brooklyn, New York

ASSOCIATIONS

1993 **President Business Technology Association (BTA) Puerto Rico - U.S. Virgin Islands**

Professional Awards

2011 **Police Department City of Cidra Puerto Rico – Outstanding Citizen of the year.**

1987 **Olympia / AEG – Certified Electronic Technician**

1986 **Kyocera / Mita – Certified Business Sales Consultant**

1985 **Brother International – Certified Electronic Technician**

1982

International Business Machines – Certified Electromechanical Technician



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Recruiter:

My past experiences working at the executive level combined with education has proven exceptional financial results for past and present employers within the communication and IT industries. Well planned decisions can only be achieved with years of experience. This will gain the trust and confidence of your top major accounts. Once confidence is earned a well scripted marketing plan will lead to outstanding KPI and balance sheet reports. Building enthusiasm, respect and motivation will organize your personal to exceed all established goals and obstacles. Results will only be obtained by approaching your staff in a diplomatic manner which increases confidence to a new level.

It's no secret, a well-organized team is destined for success. Key factors which I bring to your organization

- Leadership – To guide and coach your team to a new level.
- Planner – Execute corporate goals in a organized manner.
- Motivator – Bring out the best of everyone.
- Ambassador – Nationwide recognition

These are just a few key points combined with diplomacy which will excel your business plan to another level. Thank you for this moment, looking forward to being part of your leadership team.

Eric Maldonado

References

1. Adam Erie

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2. Jose Abella

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3. Manuel Del Rio

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4. Joe Chernock

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