



## PROFILE

My main objective is to use my knowledge and experience in operations management and customer relations as a foundation for my continued professional development. I have many transferrable skills that would be an asset to this company. I am fluent in **English, Spanish, and Portuguese** and have used this countlessly in customer relations. I am a strong communicator and resolve issues quickly. What I lack in formal education I make up for in experience.

## CONTACT

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## HOBBIES

Pickleball  
Soccer  
Computer technology

# CLAUDIO CARIDADE

Branch Manager

## WORK EXPERIENCE

**Gulf Tile Distributors- progressive management experience from Counter associate> Assistant Branch Manager> Branch Manager**  
2/2015–12/2022

- Directs employees on care and preservation of items received, stored, and shipped
- Input and retrieve orders for commercial and residential customers, develop relationships with new and existing customers
- Routine follow-up on order status reports
- Train warehouse personnel and showroom associates, recognize and develop future leaders
- Maintains unity between staff, addresses and resolves staff and customer concerns
- Manage inventory of tile, setting materials, etc.
- Trace history of items to determine reasons for discrepancies between inventory and stock
- Maintain office supplies and ensure all office equipment is in working order
- More not listed here

**Lowes- Customer Service Associate- Lumber & building materials**  
11/2013–2/2015

- Operate forklift and reach truck to obtain or store necessary items
- Cut wood to size as needed by customer
- Aisle maintenance to prevent injuries by checking for unsafe materials
- Assist customer with appropriate choice of materials according to project

## EDUCATION

**Northeast High School**  
1/2013 – 4/2013

Obtained GED after moving to the US in 1996 as high school and college credits were non-transferrable.

## **CERTIFICATIONS & SKILLS**

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- Lean Six Sigma Green belt (*In progress*)
- Dale Carnegie Leadership certification
- Forklift certification (*renewal required*)
- Outstanding customer service and people skills
- 10+ years of leadership experience
- Trilingual in English, Spanish, and Portuguese
- Technical problem-solving related to branch operations
- Conflict-resolution with customer and staff
- Time-management in ensuring delivery and shipment of items

## **References**

- Please inquire if interested in references