

ROBERTO DAVILA

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SUMMARY

I have 25+ years of experience in customer service and management (client relations, customer satisfaction, staff management, supervision, inventory control, leadership, etc.).

I'm also bilingual: English-Spanish.

WORK EXPERIENCE

- **Field Inspector**

Mueller Reports

San Mateo County, CA. Nov. / Dec. 2023

Duties: Perform field reports in residential and commercial properties on behalf of insurance companies.

- **Operations Manager**

CVS Health

San Bruno, CA. April 2021 - Oct. 2023

Duties: Overall store management, supervision, sales and inventory management, receiving, employee training and development, customer service, leadership.

- **Customer Service**

ABC Supply Co., Inc.

Burlingame, CA. Nov. 2019 - April 2020

Duties: Customer service, inventory control, special projects management.

- **Sales Associate**

Lowes Hardware Store

San Bruno, CA. March 2016 - Oct. 2019

Duties: Customer service, stock organizing, inventory control.

- **Manager (start-up co-owner)**

Artesana Products, Inc.

San Mateo, CA. Oct. 2015 - May 2020

Duties: Plan and organize production, quality control, financials, develop sales channels, client liaison.

- **Production Manager**

Embutidos Doña Evita (family business) El Salvador, March 2004 - February 2015

Duties: Production planning, sanitary handling (SPS, SSOP), quality control (GMP), budgeting, staff management, employee selection.

EDUCATION

- UNIVERSIDAD LEONARDO DA VINCI, San Salvador. 1976-1980.
Industrial Engineering - Bachelor's Degree
- VIITA Certified: Personal Lines Inspector & Commercial Lines Inspector