

Raul Garza

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### Education

#### **EVERGREEN STATE COLLEGE**

Bachelors, Area of Focus: Psychology

#### **SAINT MARTINS UNIVERSITY**

Bachelors of Science, Information Technology

GPA: 3.65

#### **SOUTH PUGET SOUND COMMUNITY COLLEGE**

Associates Degree, Direct Transfer Agreement

Olympia, WA

Expected Graduation:2023

Olympia, WA

Transferred out 2022

Olympia, WA

Graduated 2020

### Experience

#### **WA DEPARTMENT OF LICENSING**

##### **Customer Service Specialist II**

Olympia, WA

Aug/2021 – Present

- Ability to read an individual's driver or vehicle record utilizing knowledge of driver/vehicle licensing laws, rules, policies, and procedures.
- Collaborated with senior team members to supervise and mentor newly hired CSS2s, providing guidance and support in their training process and ensuring seamless integration into the team.
- Spearheaded the recruitment process for the CSS3 lead position, demonstrating exceptional leadership skills by coordinating an interview panel of three professionals and effectively relaying all findings and recommendations to the management team.

#### **STANLEY BLACK AND DECKER**

##### **Communication Specialist II**

Olympia, WA

Nov/2020 – Aug/2021

- Demonstrated ability to communicate effectively to provide support and gather data.
- Documented all alarms and malfunctions and provided prompt response to various alarm conditions at customer locations.
- Dispatch emergency services to locations as needed when responding to fire, burglary, or theft alarms.

#### **WA DEPARTMNET OF VETERAN AFFAIRS**

##### **Service Center Work Study**

Olympia, WA

July/2019 – Jan/2020

- Provided a range of Federal Civilian Human Resources (HR) services in one or more of the following functional specialties; classification, recruitment and placement, employee relations, and HR processing/quality control via reference checks for potential candidates.
- Applies fundamental HR management methods, principles, and practices of assigned specializations and standardized analytical and evaluative methods and techniques and applies specific HR rules, regulations, or procedures to independently complete assignments.
- Assists in providing continuing technical advice and assistance to personnel and management for assigned organizations in resolution of staffing issue for remote locations.
- Assists in providing input to serviced organizations for short- and long-range analysis of personnel staffing requirements and resources.
- Processes all types of personnel actions, coordinating actions with personnel and management to resolve issues.

- Data compilation for events organized for Veterans in the entirety of Washington State
- Spreadsheet updating, data entry, outreach to contracted entities for processing of invoices, and updating invoicing first POC for over 30 Washington State based institutions.
- Preparing and verifying presentations for financial amounts for fiscal year, while also preparing and organizing data base with specific criteria for ease of access for superiors
- Service center assistance for all Washington State Veterans in need of assistance with specific information, coordination with specific parties to acquire the help Veterans need.

## **SHERWIN WILLIAMS**

Olympia, WA

### **Sales Associate**

Jun/2019 – Jul/2019

- Process paint orders
- Mix paint to order and matching paint
- Warehouse management and supply management
- Basic retail cleaning duties
- Handling large transactions for contractors purchasing orders

## **UNITED STATES AIR FORCE**

### **Enlisted – Security Forces Journeyman**

Feb/2015 – Jul/2018

- Led, managed, and supervised security and law enforcement activities, demonstrating leadership and management skills.
- Developed plans, policies, procedures, and detailed instructions to implement security and law enforcement programs, demonstrating strategic planning and implementation skills.
- Trained with documents and on-the-job training for new enlisted in a variety of roles for base security and law enforcement, demonstrating teaching and mentoring skills.
- Demonstrated exceptional administrative and reporting skills as Desk Sergeant by expertly processing citations, making timely notifications to different units' chains of command, and meticulously developing reports for every shift and incident. Consistently ensured accurate and thorough documentation to facilitate effective communication and decision-making across the organization.

## **GAME STOP**

National City, CA

### **Sales Associate**

Nov/2014 – Jan/2015

- Provide customer service support and telephonic assistance to customers
- Conducted PoS transactions
- Conducted multiple special events for significant content releases
- Ensured multiple enrollments in exclusive memberships

## **UNIVERSAL PROTECTIVE SERVICES**

National City, CA

### **Security Guard**

Mar/2014 – Oct/2015

- Provide unarmed security presence to an outdoor shopping mall plaza
- Conducted random patrols inside the businesses
- Assisted in vacating loiterers, and prevented any unauthorized behavior on premises
- Functioned as a law enforcement liaison regarding alcohol usage in public

## **7-11**

National City, CA

### **Cashier**

Nov/2013 – Feb/2014

- Handled PoS transactions
- Stocked and conducted inventory management
- Forward Facing customer service interactions
- Coordinated Armored Transport visits to facilitate movement of large sums of money once a week

## **Certifications**

- “Be the Manager People Wont Leave” – LinkedInLearning
- “Develop the Skills to Manage Others Effectively” – LinkeinLearning
- “Ken Blanchard on Servant Leadership” – LinkedInLearning
- “Shaping Workplace Culture as a Manager” LinkedInLearning