**Gustavo Cortinas García**
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**PERSONAL SUMMARY**

Gus has record of working with people, processes and systems. Gus is a dynamic and driven individual with a continuous improvement mind set who has the strength of character to really deliver. He has the passion to succeed, along with the willingness to progress within a role, and the ability to contribute towards new initiatives. On a personal level he is a confident and passionate manager who can mentor and motivate a team. His key strengths lie in knowing success is built on customer’s satisfaction. Right now he is looking to join a company that wants to recruit talented individuals who get things done on time and within budget.

**CAREER HISTORY**

**2016-2019 Kansas City Southern de México**

Account Executive, responsible for the automotive business unit including: Toyota, FCA, Honda. As well as Intermodal accounts such as: APL, LOUP, XPO, JBHUNT, CELTIC, etc. In my role, I developed a work of close coordination with the operations team, Fleet Distribution, sales, marketing, billing assurance among many others internally. Maintained direct & effective communication with automakers, IMCs and shipping lines in order to provide optimal monitoring of their shipments to report any abnormality. Updated and maintained forecast of unit’s requirement, track and trace, administration of “pool” or fleet status of intermodal flatcars and railcars among many other administrative activities.

**2016 Costco Wholesale.**

Business Executive: developing among other activities the daily analysis of existing associates, internal audit of the department. Always route profitable customer behavior by focusing on loyalty, satisfaction and retention; creating a corporate culture in areas where the client or partner is the top priority; and modifying the corporate strategy in the areas where customers reflect concern. At the same time increase the customer base and profitability.

**Marketing Administrative Assistant** 2013 – 2016 @ G5 COMUNICACION

* answer incoming calls take and deliver messages
* coordinate parking handle customers queries
* interact with visiting vendors provide ongoing customer service support
* receive, sort and distribute mail receive and process deliveries
* schedule appointments draft correspondence
* generate reports and other documents maintain front desk procedures

**Sales Administrative Assistant** 2011-2013

ARVATO DIGITAL SERVICES

* research and identify sales prospect opportunities forward leads to internal & external sales
* support sales rep inquiries assist with creating sales proposals
* make follow up customer calls     help prepare and delivery of customer quotes

**Sales Administrative Assistant** 2008-2011

[SUTHERLAND](http://www.sutherlandglobal.com/) GLOBAL SERVICES

* liaise between field sales staff and internal staff assist with organizing sales events
* track performance data for sales team monitor sales reports
* process expense reports for sales staff verify orders
* maintain customer data base manage inventory of products and items

**Inventory Manager** 2006-2008

MERCEDES BENZ OF HOUSTON GREENWAY

* Facilitating all aspects of dealer trades and maintaining good working relationships with dealers to ensure smooth inventory management.
* Communicating daily to dealership management on all retail and wholesale deliveries.
* Maintaining order system integrity by issuing purchase orders, monitoring purchase orders and change notices to ensure all requirements have been ordered.
* Evaluating vendor reliability and develop new supply sources where vendors and suppliers are inadequate.
* Managing the expediting of product releases to alleviate inventory shortages.
* Maintaining vendor metrics for optimal improvement.
* Inputting all new and used incoming inventories into the dealership accounting system.
* Reconciling monthly by completing a monthly physical inventory.

**KEY SKILLS AND COMPETENCIES**

Management

* Able to adapt quickly and effectively to operational issues.
* Can work in a fast paced and very busy environment.
* Ability to interpret, and effectively communicate necessary policies and procedures to others.

Personal

* Developing individuals in a team so that they achieve their full potential.
* Leads by example and is able to adapt quickly and effectively to operational issues.

**AREAS OF EXPERTISE**

Stock Rotation Logistics Chain management monitoring expenditures

Identifying variances Retail Distribution Planning Client relations

Professional Customer Service Team player Inventory counting Work area cleanliness

Quality assurance Quantity verification

**ACADEMIC QUALIFICATIONS**

University of Houston – Interdisciplinary Studies 2003 - 2007
Robert E. Lee High School – 2000 -2003

**REFERENCES**:

Available upon request