

# Ricardo Omar Salinas

## Contact

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## Objective

Detail oriented and analytical professional with years of experience in a wide range of office and technical duties. Eager to use strong communication skills, problem solving abilities, and passion for team work to enhance any workforce. Committed to creating a positive work environment filled with hands-on learning and teaching moments for both clients and co-workers.

## Experience

*Office Manager/Vendor Relations/Media Collector at GAP Industries*  
Hockley, Texas 77447  
November 2023 - December 2024

### Accomplishments:

- Connect with new part sources
- Update website with show attendance information
- Update apparel website with listings of company merchandise
- Source replacement products for various vehicle restoration projects
- Collect daily pictures to updated customers weekly on project progression
- Collect daily video for company social media use
- Manage inventory for shop used items
- Manage team for daily tasks to ensure shop operation
- Forum engagement, interact with fellow enthusiasts via forums to create engagement about ongoing shop projects
- Phone sales, assist customers calling in about the items they are trying to purchase
- Connect with various manufacturers to secure booth spaces for various shows
- Update customers on project progression via phone or email
- Arrange vehicle pick up and drop off, including vehicle that require towing

*Marketing/Vendor Relations/Sales/Video Host/Technician at Phastek Performance*  
Houston, Texas 77041  
January 2012 - September 2023

### Accomplishments:

- Research new brands and products for offering via the company website
- Develop and create in-house products in conjunction with various manufacturers
- Negotiate pricing and dealer setup for new brands
- Develop price sheets for various manufacturers to track profit margin
- Stay in contact with manufacturers to ensure the latest pricing is updated
- Product photography; arrange, edit, and post various product images to display for customers
- Film and edit videos for company's YouTube channel showcasing new products and how-to installation videos
- Take pictures of various products installed or aside for different uses, such as social media or product pages
- Create newsletters for weekly marketing blasts
- Create social media posts via Facebook, Instagram, and Twitter
- Manage posts and messages via the company's Facebook, Instagram, and Twitter pages
- Post on various forums to showcase new brands or products to the public
- Phone sales, assist customers calling in about the items they are trying to purchase
- Customer support, assist customers with various product issues, damage claims, missing items, or tracking information
- Perform installations on various products for testing from manufacturers to ensure a quality product is being brought to market
- Provide feedback on products to various manufacturers to ensure their products will meet the expected quality of the consumer
- Educate sales team with various new brands and products
- Vendor relations with various manufacturers
- Volusion Store knowledge
  - Creating/Managing product categories for website layout
  - Creating/Managing products via upload
  - Editing product information (pricing, descriptions, options, and other various product data)
  - Creating discount codes for promotions or social influencers
  - Tracked sales data on a product-by-product basis
- BigCommerce Store knowledge
  - Creating/Managing product categories for website layout
  - Creating/Managing products via upload
  - Applying product tags to filter correctly
  - Work with developer and filter company to ensure products are sorted correctly for customer experience
  - Current live store will showcase layout design

*Technician at John Eagle Acura of Katy*  
Houston Texas 77094

September 2011 - January 2012

Accomplishments:

- Perform general maintenance for various vehicles brought in for service
- Diagnose issues with various Acura vehicles
- Perform repairs to vehicles once approved by customer or warranty
- Test drove vehicles after repairs were performed to ensure customer complaint was no longer an issue
- Suggested maintenance for vehicles if the time was appropriate
- Maintained bay area cleanliness
- State inspections performed

*Technician at DriverSource*

Houston Texas 77079

February 2011 - April 2011

Accomplishments:

- Perform general maintenance for various vehicles brought in for service
- Diagnose issues with various classic vehicles
- Perform repairs to vehicles once approved by the customer
- Test drove vehicles after repairs were performed to ensure customer complaint was no longer an issue
- Suggested maintenance for vehicles if the time was appropriate
- Maintained bay area cleanliness

*Technician at VetteTech Automotive*

Houston Texas 77494

August 2010 - February 2011

Accomplishments:

- Perform general maintenance for various Corvette models brought in for service
- Diagnose issues with various Corvette models
- Perform repairs to vehicles once approved by the customer
- Test drove vehicles after repairs were performed to ensure customer complaint was no longer an issue
- Suggested maintenance for vehicles if the time was appropriate
- Maintained shop cleanliness

*Technician at Hennessey Performance*

Sealy Texas 77474

July 2008 - July 2010

Accomplishments:

- Performed performance upgrades on various vehicles, supercharger, camshaft, header, intake, fueling components, turbo kits, suspension upgrades, brake upgrades
- Performed installation on various GM, Ford, and Dodge performance vehicles
- Removed engines and transmissions for various performance upgrades to be installed
- Diagnosed issues if present with various builds
- Prepared vehicles for dyno tuning after completed installations
- Mount and balance wheel and tire packages
- Test drove vehicles after upgrades were performed to ensure customer satisfaction
- Maintained bay area cleanliness

**Education**

*Hennessey Performance Tuner School*

Class of 2008

*South Texas College*

Associates in Applied Science

GM ASEP Program 2002-2004

*McAllen High School*

Graduated Class of 2002

**Skills**

- Problem-solving, quickly find solutions to any problem that may be presented
- Ability to multitask various projects
- Fluent in Adobe Photoshop
- Able to navigate the back end of a Volusion website