

# KEVIN ALFARO RUIZ

## PROFESSIONAL SUMMARY

Dynamic Home Appliance Associate at MB Trucking with a proven track record in customer service and logistics coordination. Bilingual in Spanish and English, I excel in communication and attention to detail, ensuring seamless appliance installations and high customer satisfaction. Committed to community engagement through volunteer work, enhancing service delivery and teamwork.

## SKILLS

- Bilingual (Spanish/English)
- Communication
- Inventory & Logistics Coordination
- Customer Service
- Attention to Detail
- Community Engagement

## WORK HISTORY

### HOME APPLIANCE ASSOCIATE 08/2022 to Current MB Trucking, Gaithersburg, MD

- Delivered a wide range of home appliances (refrigerators, washers, dryers, etc.) to customer residences with care and efficiency.
- Oversaw appliance installations to ensure proper setup and customer satisfaction.
- Communicated with customers to confirm delivery windows and installation requirements.
- Inspected appliances for damage or defects prior to delivery and installation.
- Collaborated with installation technicians to troubleshoot and resolve on-site issues.
- Maintained accurate delivery and installation records for inventory and service tracking.
- Provided basic usage instructions and safety tips to customers post-installation.
- Ensured compliance with safety protocols during transportation and installation processes.

### VOLUNTEER 08/2024 to 03/2025 Identity Inc , Gaithersburg, MD

- Assisted in organizing and distributing food to families during a community outreach event at Gaithersburg Middle School.
- Supported the Backpack Drive by assembling hygiene kits and school supply backpacks for children in need.
- Collaborated with other volunteers to ensure efficient and respectful service to community members.
- Helped set up and break down event stations, maintaining a clean and welcoming environment.
- Demonstrated strong teamwork and communication skills in a fast-paced volunteer setting.

## EDUCATION

### Gaithersburg Highschool, Gaithersburg, MD High School Diploma, 06/2025