

Bryan Josue Nieto

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SUMMARY

I am a highly **adaptable** and **safety-conscious** professional with a unique and diverse background spanning retail sales, skilled trades, and warehouse logistics. I have a proven ability to quickly master new technical systems and equipment while excelling in fast-paced, team-based environments. With strong skills in **problem-solving**, **operational efficiency**, and **customer service**, I am adept at exceeding performance goals and ensuring client satisfaction.

EXPERIENCE

Retail Sales Representative

Metro By T-Mobile

February 2025 - Present, Indianapolis, IN

- Delivered an exceptional customer experience by actively listening to customer needs, providing personalized solutions, and resolving inquiries to build loyalty and ensure satisfaction.
- Assisted in daily store operations, including inventory management, visual merchandising, and maintaining a clean and welcoming store environment.
- Drove sales revenue by expertly matching customers with tailored mobile devices, rate plans, and accessories, consistently meeting or exceeding monthly sales quotas.

HVAC Apprentice

Complete Comfort

May 2024 - November 2024, Indianapolis, IN

- Actively assisted senior HVAC technicians in the installation, preventative maintenance, and repair of residential heating, ventilation, and air conditioning systems.
- Gained hands-on experience with a variety of systems, including furnaces, air conditioners, heat pumps, and ductwork.
- Quickly learned to perform basic diagnostic tests, identify common system issues, and execute fundamental repair tasks under the guidance of experienced technicians.
- Communicated professionally and courteously with clients, assisting senior technicians in explaining repairs and ensuring a positive customer service experience.

Forklift Operator

Walmart

September 2020 - May 2024, Greenfield, IN

- Collaborated with inbound/outbound teams, stockers, and leadership to streamline workflow, minimize downtime, and ensure the timely processing of merchandise.
- Operated a variety of forklifts (e.g., sit-down, reach truck, electric pallet jack) with a perfect safety record, strictly adhering to all OSHA and company safety standards.
- Conducted daily pre- and post-shift equipment inspections and routine preventative maintenance to ensure optimal functionality and safe operation of all machinery.

EDUCATION

High School Diploma

Elsik Highschool • Houston, TX • 2019

SKILLS

Safety & Compliance, Problem-Solving & Troubleshooting, Adaptability & Eagerness to Learn, Attention to Detail, Customer Service & Client Relations, Teamwork & Collaboration, Professional Communication, Operational Efficiency, Inventory & Asset Management, Technical Proficiency
