

ERICK GAZZANEO

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Sales | Customer-Facing Sales | Business Development | Operations | Logistics

PROFESSIONAL SUMMARY

Results-driven Sales and Operations professional with 10+ years of experience across automotive sales, logistics, insurance, business development, and customer-facing service roles. Proven ability to build relationships, identify customer needs, support revenue growth, and deliver strong service in fast-paced environments. Brings hands-on experience in consultative selling, customer retention, issue resolution, and operational execution, with a strong focus on communication, reliability, and results.

CORE COMPETENCIES

Customer-Facing Sales	Consultative Selling	Business Development
Customer Acquisition and Retention	Relationship Building	Negotiation and Follow-Up
Operations Management	Dispatch and Fleet Coordination	Route Planning and Scheduling
DOT Compliance and Documentation	Claims Handling and Resolution	Problem Solving and Execution

PROFESSIONAL EXPERIENCE

Operations and Dispatch Manager | *Triangle Transports - Orlando, FL* | 09/2023 - 02/2026

- Managed daily transportation operations, dispatch, and service coordination in a high-volume logistics environment, supporting service consistency and customer satisfaction.
- Coordinated schedules for 60–80 drivers, adjusted routes in real time, and helped maintain on-time pickups and deliveries based on changing operational priorities.
- Served as a key point of contact between drivers, customers, and internal teams to resolve issues quickly, communicate updates, and preserve service continuity.
- Supported customer retention through responsive problem-solving, clear communication, and a customer-focused approach to operational challenges.
- Oversaw fleet-related documentation, operational tracking, and day-to-day compliance support tied to DOT requirements and internal records.

Sales Consultant | *Sunwise Auto Group - Fairfield, CA* | 04/2023 - 05/2023

- Provided customer-focused vehicle sales support in a high-traffic dealership environment, helping guide customers through the buying process.
- Applied a consultative sales approach to understand customer needs, present suitable vehicle options, and support deal progression.
- Built rapport with customers through clear communication, professionalism, and attentive follow-up during the sales process.
- Delivered strong customer service that contributed to positive customer experiences and favorable feedback.

Delivery Driver | *Amazon Flex - American Canyon, CA* | 05/2021 - 09/2023

- Completed deliveries on time by selecting efficient routes and adapting quickly to changing traffic and schedule conditions.
- Managed rush and priority deliveries while maintaining professionalism, reliability, and strong customer service throughout the route.

- Used GPS, written instructions, and field judgment to complete residential and business deliveries accurately.

Driver (Rideshare) | Uber and Lyft - San Francisco, CA | 08/2016 - 09/2023

- Delivered consistent customer service in fast-paced urban markets, including airports, nightlife zones, and busy commercial areas.
- Maintained strong service standards through punctuality, vehicle cleanliness, communication, and a customer-focused approach.
- Built quick rapport with a wide range of passengers, demonstrating interpersonal skills valuable in customer-facing sales roles.

Business Development Manager | Katigua Group - Braganca Paulista, SP, Brazil | 06/2015 - 10/2015

- Identified and pursued new business opportunities to expand revenue and strengthen the company pipeline.
- Conducted outreach by phone, email, and in-person meetings to develop relationships, qualify opportunities, and move deals forward.
- Negotiated and closed agreements with clients while maintaining organized account notes and follow-up activity.
- Supported strategic planning and KPI tracking to evaluate results and improve commercial performance.

Insurance Agency Owner | GAZZA Insurance Agency - Brazil | 01/2012 - 07/2015

- Generated new clients through direct outreach, referrals, and relationship-based selling.
- Advised customers on insurance options, policy needs, and account support using a service-oriented, consultative approach.
- Managed claims from start to resolution, working with clients and carriers while strengthening trust and long-term relationships.
- Built a loyal customer base by staying responsive, organized, and focused on practical solutions.

Business Co-Owner | Germania Chopp Franchise - Paulinia, SP, Brazil | 02/2006 - 11/2011

- Managed daily business operations across sales, staffing, purchasing, inventory, and customer service.
- Recruited, trained, and supported employees while setting schedules, monitoring performance, and improving team productivity.
- Worked directly with customers and vendors, helping drive sales and maintain service standards.

Salesperson | Sinal Verde Auto Sales - Braganca Paulista, SP, Brazil | 10/2004 - 12/2005

- Delivered personalized customer service to support vehicle sales and improve buyer confidence.
- Built relationships with new and repeat customers through attentive follow-up and consultative selling.
- Supported promotional efforts and local networking activities to increase visibility and customer interest.

EDUCATION AND LANGUAGES

Education

- ESL, College of Marin - Greenbrae, CA (06/2018)
- Insurance Certificate, Escola de Negocios e Seguros - Campinas, SP, Brazil (11/2014)
- High School Diploma, Casper Libero - Braganca Paulista, SP, Brazil (12/2004)
- High School Diploma, Colegio Sao Judas Tadeu - Uberaba, MG, Brazil (12/2003)

Languages

- English - Full Professional
- Portuguese - Native or Bilingual
- Spanish - Professional Working