

Ricardo A. Paez

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Summary

College graduate that specializes in Sales, Customer Service, People Development, and Laboratory Management. Analytical and results-driven professional with extensive experience affecting organizational performance through analysis and action. Strategic problem-solver, reputable for successfully managing multiple projects under pressure and delivering results that meet expectations.

Skills

- Experienced with windows OS
- Strong interpersonal & communications skills
- Mammalian Cell Culture
- Flow cytometer
- Leadership, conflict resolution & time management
- rtPCR/qPCR & Western blot techniques
- Experience with balances, microscopes, chemicals, vacuum systems, pressure fittings, & electronics

Experience

Florida International University – Biomedical Engineering July 2022 to Current

Laboratory Manager

Miami, FL

- Cardiovascular matrix remodeling research, mice/rat breeding, cell culture, and project planning/scheduling
- Lab administration; generating orders, shipping and receiving of lab equipment, and supplies.
- Personnel onboarding, certifications, and training

MedMen

April 2021 to July 2022

Hospitality Lead

Coral Shores, FL

- Supervising staff of 20 associates and assigned duties for complete coverage.
- Surpassed goals for November and December 2021 by 10%.
- Demonstrating excellent knowledge of products and time management during peak periods.
- Resolving patient problems and complaints to improve overall satisfaction.

Lowe's Home Improvement

March 2017 to March 2021

Department Manager

Miami Gardens, FL

- Worked closely with sales associates to complete tasks, and Trained employees on proper and safe use of equipment and tools.
- Increased monthly sales for Lumber and Garden departments by 7%
- Followed safety protocols, company processes and procedures.

Tilly's

November 2015 to February 2019

Sales Lead

Coral Springs, FL

- Managed cash register operations using POS system and processed sales and returns.
- Boosted team morale and overall sales volume by 15% per month by creating employee incentive sales contests.
- Optimized revenue levels by 6% for 3 months, through developing engaging promotional programs.

Inktel Contact Center Solutions

March 2016 to January 2017

Account Supervisor

Miramar, FL

- Drove account growth, client satisfaction and retention to deliver business results.
- Trained new employees on processes to promote productivity team-wide.
- Met & exceeded call speed, accuracy and volume benchmarks by 20% every month.

Education, Research, and Training

Florida International University – Miami, Florida

December 2021

Bachelor of Science: Biology

- **Internship:** One-year interning for department of Immunology & Nanotechnology; Researching methods to suppress HIV/HAND in the brain, by the use of Antiretroviral drugs such as EVG, and nanoparticles in cerebral viral reservoirs.

Languages

Spanish

English

Accomplishments

- Member of the MDC School of Justice/Medicine Programs
- Member; Future Business Leaders of America (FBLA)
- Member; Institute for Civic Engagement and Democracy (ICED)
- Intern; Department of Immunology & Nano-Medicine, Herbert Wertheim College of Medicine (FIU)

References

Brian Lafaurie: 786-383-8340
Ronnie Bouza: 786-546-6993

Certifications

- Biomedical Responsible Conduct of Research Course
- CITI Health Information Privacy and Security (HIPS) for Clinical Investigators
- CITI Conflicts of Interest
- CITI Biosafety and Biosecurity Basic Course
- CITI Working with Mice in Research Settings
- IACUC Protocol Training