

Ivan Pelayo

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Experience

IKEA – Covina, CA

Kitchen and Bath Design Specialist

January 2018 – January 2020

- Conducted one-on-one design consultations with customers, discussing their project goals, budget, and timeline.
- Addressed design challenges and modifications promptly and creatively to meet customer requirements.
- In-depth knowledge of IKEA's kitchen and bathroom product lines, including cabinetry, appliances, countertops, and fixtures.
- Provided exceptional customer service by actively listening to customers' needs and preferences, offering design solutions, and ensuring a positive shopping experience.
- Coordinated with IKEA's installation partners and other contractors to ensure smooth project execution.

Carpenter Co-worker

April 2014 – January 2018

- Managed carpentry projects from conception to completion, including budgeting, scheduling, and coordinating with store vendors.
- Implemented safety measures on construction sites, resulting in zero workplace accidents during my tenure.
- Collaborated with design team to bring their unique showroom visions to life, resulting in highly satisfied customers.
- Contributed to store renovation projects, including kitchen and bathroom remodels, achieving on-time and within-budget project completion.
- Adapted to changing project requirements, demonstrating flexibility and problem-solving skills.

Furniture Builder

October 2012 – April 2014

- Conducted quality checks on assembled furniture to ensure it met IKEA's standards for craftsmanship and safety.
- Worked collaboratively with a team of interior designers to meet daily assembly goals and deadlines.
- Consistently met or exceeded assembly time targets, demonstrating the ability to work efficiently without compromising quality.
- Provided creative solutions for assembly challenges or discrepancies to minimize operating cost.

Replenishment Co-worker

March 2012 – October 2012

- Oversaw the unloading and sorting of incoming shipments, as well as the preparation and packaging of outgoing orders for delivery or transfer to the sales floor.
- Utilized inventory management systems to track product replenishment needs and communicate restocking requirements to the team.

Ralphs Grocery Stores - Duarte, CA

August 2010 – March 2012

Courtesy Clerk/ Cashier

- Proficient in operating and troubleshooting the POS system to process customer transactions, manage inventory, and provide efficient and accurate service.
- Was able to assist customers, answer their questions, and resolve issues effectively and with a friendly demeanor.

Education

Bachelor of Science in Construction Engineering and Management

August 2021- Present

- California State Polytechnic University – Pomona, CA
- Anticipated Graduation Date: May 2024

Mount San Antonio College – Walnut, CA

October 2019- May 2021

Bishop Amat High School – La Puente, CA

- Graduated in 2011

Skills

Technical Skills: Microsoft Office – (Word, Excel, and Power Point), AutoCAD, Civil3D, Bluebeam

Languages: Fluent in Spanish, English

Certifications: OSHA 10-Hour Construction Safety