Christopher Figueroa-Montufar

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EDUCATION

West Los Angeles College, Culver City June 2026
Associates Of Arts- Economics
Associates Of Arts - Liberal Arts & Sciences Behavioral & Social Sciences

WORK EXPERIENCE

Business Operations & Customer Relations Operator June 2023 – Present
Figueroa Landscaping |Los Angeles, CA

- Manage customer relations for a recurring residential landscaping client base, communicating with customers regarding services, pricing, and scheduling.
- Prepare cost estimates and service pricing based on labor, materials, and job requirements.
- Handle invoicing and billing, maintain payment records, and coordinate customer payments.
- Assist with managing day-to-day business operations, including customer acquisition, service planning, and issue resolution.
- Support the growth and retention of the business by maintaining professional relationships with residential customers.

Sales Lead October 2023 – June 2026
Footlocker Inc. | Los Angeles, CA

- Led daily sales-floor operations and supported associates in achieving individual and store sales goals.
- Trained and supported team members on sales techniques, product knowledge, and customer service standards.
- Promoted products, memberships, and store initiatives while identifying opportunities to increase sales.
- Handled customer concerns and resolved issues professionally to maintain positive customer relationships.
- Monitored store activity and helped maintain an organized, efficient, and customer-focused sales environment.

LEADERSHIP DEVELOPMENT

Event Planner, General Member September 2022 – 2023
LatinX Club Association| San Luis Obispo, CA

- Coordinated logistics including event locations, schedules, materials, equipment, and member responsibilities.
- Planned and coordinated club events from initial concept through execution, ensuring activities stayed organized and on schedule.
- Collaborated with club officers and members to develop and execute events that increased student engagement.
- Assisted with budgeting and tracking event-related expenses to ensure resources were used efficiently.

SKILLS AND INTERESTS

Technical Skills: Microsoft Word, Data Analysis, Invoicing & Billing, Google Workspace
Interests: Economics & Finance, Sales & Customer Relations, Project Management, Leadership
Languages : Spanish - Fluent (Written & Spoken), English - Fluent