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***Career Highlights:***

Within all my previous experiences, I have worked in various positions within the company to gain experience, knowledge, and opportunities to be the best performer I could be. In most instances, I moved into a management position by performing above company expectations, reaching above sales quotas and meeting budget requirements. I am a proven Sales Associate, Sales Manager, and have the personal initiative to set and reach above my goals.

***Experience:***

**2019 – March 2025                      Calhoun County ISD – Life Skills/Special Needs Instructor**

- Created and modified lesson plans and materials to suit the unique learning styles and needs of students with disabilities.
- Collaborated with a special education team to create and implement programs that outline specific goals and strategies for each student.
- Created a positive and engaging learning environment, managing student behavior, and fostering a sense of community.
- Regularly assessed student progress, tracked performance, and adjusted instruction and programs goals as needed.
- Maintained open communication with parents, guardians, and other professionals to ensure a cohesive and supportive learning environment for the students.

**2017 – 2019                              Retired**

**2005 – August 2017                      Nordstrom – Sales Associate**

- Top Sales Associate at end of 2006 and 2007
- 2007 became Hugo Boss in-store Specialist
- In 2007 sales were at \$200,000 p/year. 2011 target sales are \$ 1.4 million
- In depth knowledge of the products and location of merchandise that Nordstrom sells.
- Set and achieve personal sales goals while supporting the goals of the team.
- Greet customers in a timely, professional and engaging manner and provide honest and confident feedback to customers regarding merchandise style and fit.
- Build lasting relationships with customers by contacting them to follow up on purchases, suggest new merchandise and invite them to upcoming events.
- Consistently seek new fashion and product knowledge to act as an expert for the customer. Ability to quickly read customers' needs and budget expectations.
- Work as a team player to ensure each customer receives the best service possible.
- Perform daily department maintenance tasks including stock work, re-merchandising, display, price markdowns, merchandise transfers and light cleaning.

- Ability to positively and proactively handle customer concerns and prioritize multiple tasks in a fast-paced environment.
- Demonstrate high level of ownership, accountability and initiative and have strong organizational and follow-through skills.

**2002 – 2005**

**ATSER Environmental Firm – Lab Tech/Logistics Manager**

Lab Tech –

- Responsible for running tests on soil, cement, and other products used on projects to ensure strength capabilities were met according to engineering specifications.

Logistics Manager –

- Supervised 17 Technicians in various fields within Operations such as Sidewalks, Floor Foundations, Airport Runways, and more.
- Responsible for multiple project budgets which were required to remain within budget constraints.
- Oversight of Nuclear Regulatory Commission and the use of nuclear gauges used for testing. We were required to document, in very detailed form, the data received at specific testing times.

**1982 - 2002**

**Seadrift Coke L.P. – Chemical Process Operator/Tank Farm**

**Manager**

- Controlled machinery to create changes or reactions in chemicals during the processing of raw materials into industrial or consumer products.
- Read plant specifications to determine product type, ingredients needed, and any special procedures required.
- Started equipment to feed raw materials automatically or dump pre-weighed ingredients into mixing tanks, heating vessels, or onto conveyors.
- Set up and adjusted equipment and observed gages to analyze and controlled process conditions such as temperature, pressure, vacuum level, and flow of coolant, steam, and chemical ingredients.
- Moved controls to adjust feed and flow of liquids and gases through equipment in specified sequences.
- Opened valves or operated pumps to admit or drain specified amounts of materials, impurities, or treating agent to or from equipment.
- Drew samples of the product at specified stages, perform standard tests or send samples to a laboratory for analyses.
- Operated or tended to auxiliary equipment, such as heaters, scrubbers, filters, or dryers, to prepare of further process materials.
- Routinely inspected equipment for leaks or other hazards and to maintain a log of gage readings, shift production and equipment malfunctions.

**1987 - 1991**

**Russell & Russell Insurance Agency – Independent Agent**

- As Life Insurance Agent, quickly became a member of the Million Dollar Round Table for selling over 100 policies each year.
- Responsible for many of the duties required as an Agency Manager (see previous position).

**1985 - 1987****Texas Farm Bureau – Agency Manager**

- Earned multiple Agent of the Year awards as well as Agent with Highest Sales awards.
- Responsible for day-to-day activities of the office as well as performed duties of an Agency Salesperson.
- Attended meetings, seminars and programs to learn about new products and services, learn new skills, and receive technical assistance in developing new accounts.
- Calculated premiums and establish payment method.
- Called on policyholders to deliver and explain policy, to analyze insurance programs and suggest additions or changes, or to change beneficiaries.
- Conferred with clients to obtain and provide information when claims are made on a policy.
- Contact the underwriter and submit forms to obtain binder coverage.
- Customized insurance programs suit individual customers, often covering a variety of risks.
- Developed marketing strategies to compete with other individuals or companies who sell insurance.
- Ensured that policy requirements are fulfilled, including any necessary medical examinations and the completion of appropriate forms.
- Explained features, advantages and disadvantages of various policies to promote sale of insurance plans.
- Explained necessary bookkeeping requirements for customers to implement and provide group insurance program.
- Inspected property, examining its general condition, type of construction, age, and other characteristics, to decide if it is a good insurance risk.
- Installed bookkeeping systems and resolve system problems.
- I interviewed prospective clients to obtain data about their financial resources and needs, the physical condition of the person or property to be insured, and to discuss any existing coverage.
- Monitored insurance claims to ensure they are settled equitably for both the client and the insurer.
- Performed administrative tasks, such as maintaining records and handling policy renewals.
- Planned and oversaw incorporation of insurance program into bookkeeping system of company.
- Sought out new clients and develop clientele by networking to find new customers and generate lists of prospective clients.
- Selected company that offers the type of coverage requested by client to underwrite policy.
- Sold various types of insurance policies to businesses and individuals on behalf of insurance companies, including automobile, fire, life, property, medical and dental insurance or specialized policies such as marine, farm/crop, and medical.

**1973 – 1985****K. Woolen's Department Store – Manager**

- Promoted to #1 Store in chain of 54 stores within Texas and successfully operated store until the closing of company to due outside competitors such as Wal-Mart.
- Trained in all aspects of company policies – Advertising, Displays, Sales, Employee Relations, and Payroll.
- Handled and oversaw all day-to-day processes that were carried out in the store that had a direct effect on budget and sales.

- Managed the product inventory, salespersons, goods for display, sales, etc. and consistently met budget goals in areas that I had personal responsibility for and direct control for.
- Took care of the interests of the members in my sales team by motivating, understanding their work history, and placing them in an area/position that would enable their success.
- Responsible for hiring efficient employees by supervising and participating in the recruiting process, imparting training and development of the employees and salespeople. Developed activities that enabled employees to work as a team.
- Determined product selections and display of all goods and products to encourage sales and promote products.
- Coordinated with the divisional heads regarding the setting of policies and strategies that would be most successful for my respective areas.
- Worked with the advertising manager to prepare plans and advertising policies that would create new customers for the business.
- Determined and understood how much goods were actually on display, how many products were in the store inventory, what the primary demands of customers were, etc. to ensure we were always working to increase local sales goals and meet customer needs.

***Education:***

1975-1984    Attended numerous Business Courses to advance in employment  
 1973-1975    Victoria Jr. College – Business Courses  
 1969-1973    U.S. Air Forces-Honorable Discharge – Served in South Korea as Sergeant  
 1966-1969    Calhoun High School, Port Lavaca, TX-Graduated