**Bruce Soto**

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**PROFILE**

I recently completed the Biotech Career Foundations Certificate Program, designed and taught by the Massachusetts College of Pharmacy and Health Sciences. After 4 years of professional experience in customer service and operations, I am eager to leverage my transferable skills and technical training to transition into an early-career lab operations role.

**Relevant Technical Training**

* Safely working in hazardous environments
* Hazardous chemical identification and classification
* Familiarity with inventory management, pipetting, gas cylinder safety
* Trained in Biosafety and Bloodborne Pathogen and Chemical Hygiene trainings

**Professional and Transferable Skills**

* **Outstanding Communication:** Collaborated with coworkers and customers to address concerns, assist with inventory, and ensure satisfaction. Kept managers informed on inventory issues, resolving them quickly to maintain accurate records and smooth operations.
* **Teamwork**: Contributed to a small operations team, delegating tasks based on individual strengths to ensure timely and accurate completion.
* **Inventory Management**: Managed inventory by monitoring shipments, conducting daily audits, and maintaining accurate stock levels. Coordinated office supply orders based on team needs.

**EDUCATION**

**Bioversity – Biotech Career Foundations** May 2025

Certificate of Completion

**West Roxbury Academy**  June 2013

High School Diploma

**EXPERIENCE**

**Operations Specialist**

**Apple**, MA October 2021 – Nov. 2023

* Streamlined product fulfillment by efficiently managing Runner requests, ensuring timely delivery to both customers and team members while maintaining a focus on exceptional service quality.
* Managed inventory precision by monitoring both sellable and non-sellable products in the inventory management system, identifying variance trends, and implementing corrective actions to optimize accuracy and operational efficiency.
* Enhanced data-driven decision-making by promoting a deep understanding of inventory performance across store teams, providing key insights to leadership for strategic initiatives and improvements.

**Sales Consultant**

**Sungrade Solar**, CA Jan. 2019 – Dec.2019

* Optimized client interactions and product installations by applying organizational and time-management skills, ensuring smooth operations and timely execution.
* Demonstrated strong communication and persuasion skills through direct, door-to-door engagement, educating homeowners on sustainable solar energy solutions, while leveraging consultative selling techniques to drive interest and sales.

**Languages Spoken:** Fluent in English and Spanish