

STRENGTHS

- Customer Engagement**
Successfully engage customers by uncovering their needs and matching them with appropriate technology solutions. Became a trusted resource for peers.
- Digital Literacy**
Utilized various digital platforms to enhance presentations on service offerings which simplified customer decisions. Frequently commended for efficient tool usage.
- Team Collaboration**
Worked cohesively with teammates to deliver a seamless customer experience. Became known for inspiring shared goals during peak hours.
- Problem-Solving**
Instinctively tackled challenges presented by customer queries, turning potentially difficult situations into positive experiences.
- Sales Techniques**
Enhanced sales strategies through ongoing learning and peer mentorship, contributing to store's exceptional track record leading the district.

SKILLS

Customer ServiceSales Techniques

Digital ToolsProduct Knowledge

Team Collaboration

Retail Operations

LANGUAGES

EnglishNative

SpanishIntermediate

SUMMARY

Enthusiastic retail sales associate with a background in customer service and technology solutions. With over six months of direct experience, consistently enhanced customer satisfaction through effective communication and strong product knowledge. Committed to personalizing service to meet individual needs and fostering lasting customer relationships in a fast-paced retail environment. Skilled in using digital tools for demonstrating network coverage and service plans, ensuring customers understand product offerings fully. Eager to contribute to team success while continuing to develop expertise in retail operations and technology innovations.

EDUCATION

High School Diploma

Glendale High School GPA: 3.5 2025 Glendale, AZ

Coursework: Business Fundamentals, Marketing Principles, Technology Applications, Customer Service Techniques

TECHNICAL SKILLS

- Customer Management Software:** Salesforce, Zendesk, Oracle CX
- Digital Marketing Tools:** Google Analytics, Hootsuite, Mailchimp
- Point-of-Sale Systems:** Square, Clover, Toast
- Collaboration Platforms:** Slack, Microsoft Teams, Notion
- Training and Development Programs:** Coursera, Udemy, Skillshare
- Inventory Management Tools:** TradeGecko, Shopify, Vend
- Customer Feedback Tools:** SurveyMonkey, Qualtrics, Google Forms
- E-commerce Platforms:** Shopify, WooCommerce, Amazon
- Wireless Network Technology:** 5G, LTE, Wi-Fi 6
- Retail Operating Systems:** SAP, Microsoft Dynamics, NetSuite

EXPERIENCE

Mobile Sales Associate

TechWave Retail January 2026 - Present Phoenix, AZ

Role focused on engaging customers and supporting their technology needs efficiently within a bustling retail setting. Enhanced overall customer experience through targeted product recommendations based on individual preferences while building knowledge of wireless technology.

- Engaged with customers to identify unique technology needs, delivering tailored product recommendations that aligned with their lifestyle.
- Developed expertise in wireless technology trends, improving customer interactions and increasing sales figures significantly.
- Utilized various digital tools effectively to explain service plans and showcase product benefits, elevating client's shopping journey.
- Collaborated with team members to ensure consistent delivery of exceptional service across all retail channels.
- Completed comprehensive training programs regarding retail processes, systems, and new technology features, staying ahead in knowledge.
- Assisted in merchandising initiatives that ensured optimal product placement and availability.

Customer Service Representative

ConnectTech Solutions June 2025 - December 2025 Tempe, AZ

Customer service role emphasizing technology solutions within a high-volume retail environment. Recognized for providing swift assistance and maintaining high levels of customer satisfaction throughout each interaction.

MY CAREER



- Mobile Sales Associate at TechWave Retail (7 Months)
- Customer Service Representative at ConnectTech Solutions (6 Months)

- Provided top-notch customer service by addressing inquiries about products and account management swiftly and efficiently.
- Participated actively in training sessions, cultivating improved sales techniques that contributed directly to achieving team objectives.
- Employed point-of-sale systems skillfully, managing transactions seamlessly while maintaining records accurately.
- Handled customer concerns adeptly, resolving issues to enhance experiences and foster loyalty.
- Supported fellow team members in exceeding sales targets while upholding a positive workplace atmosphere.
- Demonstrated commitment to improving customer insights through feedback collection and synthesis.

LEADERSHIP & AWARDS

- Recognized for outstanding customer service excellence during annual employee awards ceremony.
- Achieved highest customer satisfaction rating as part of team performance assessment.

CERTIFICATIONS

- Customer Service Excellence 📅 2026
- Sales Fundamentals 📅 2026

PROFESSIONAL AFFILIATIONS

- Active member of Local Community Service Group focused on technology education.
- Volunteer at local non-profits providing support in customer interaction training workshops.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST