

ROBERT SMITH

Mobile Sales Consultant II

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Great written and oral skills and have the ability to interact socially and work well with others. I'm very knowledgeable of the rules and regulations of the company I am applying for. Able to handle crisis situations and have the ability to satisfy all parties involved.

MARCH 2010 - 2019

MOBILE SALES CONSULTANT II - BEST BUY

- Provide personalized service and exceptional expertise for customers.
- Handle all aspects of the sale including customer contracts and warranties, customer payments, cash and credit card/check transactions.
- Develop, maintain and communicate strong, up-to-date knowledge of wireless products, accessories, pricing plans, and service features.
- Engage customers using selling skills to build complete solution while maintaining a balance of both high velocity and service.
- Communicate to customers what's possible with technology.
- Use all relevant sales tools including online learning to drive profitable growth and exceed department goals.
- Help answer questions and resolve customer issues.

2009 - 2010

MOBILE SALES CONSULTANT - BEST BUY

- Maintained the highest rating on our Customer Service Index, because of dedication to high standards.
- Received multiple performance based salary increases.
- Recognized for excellent organizational skills and ability to manage time wisely.
- As a Mobile Sales Consultant I am responsible for being aware of current promotions and product knowledge, providing a great customer experience, and sales.
- As an Inventory Associate I managed the scheduling and processing of deliveries and ensured efficient and accurate service.
- As a PC and Tablet Sales Consultant I was responsible for maintaining the highest customer service standards, executing product resets and other tasks in a timely manner.
- Additionally, exceeded sales goals on a regular basis.

EDUCATION

High School Diploma - (El Camino College - Torrance, CA)

SKILLS

Experience in expandable baton and verbal judo.