

ROBERT SMITH

Wireless Account Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Individual that has an out-going, optimistic personality with over twelve years military experience in sales and marketing, management, recruiting, applicant tracking, leadership, career development, administrative support, problem solving, and procurement seeking a career to further develop knowledge in a personal/team environment.

CORE COMPETENCIES

Microsoft Office, People soft, Office Management, Management, Leadership Development, Customer Service, Data Entry, Human Resources, Inventory Management.

PROFESSIONAL EXPERIENCE

Wireless Account Manager

ABC Corporation - November 2016 – 2022

Key Deliverables:

- Reviewed customer accounts for possible upgrade, data plan adjustment, or tablet additions utilizing CSOKI and OMNI systems.
- Conducted full inventory daily of all phones, cases, speakers, and additional accessories to ensure employee accountability of all products.
- Performed technical assessments of wireless devices and if unable to correct deficiency check to see if insurance/warranty is valid and submit request to claim.
- Assisted bill paying customers with proper credit toward active account.
- Consulted new customers by performing an account analysis, ensure all aspects of service are disclosed.
- Provided wireless and internet service.
- Networked with individuals to open personal and or business accounts.

Wireless Account Manager

Delta Corporation - 2013 – 2016

Key Deliverables:

- Worked and negotiated with clients to develop new personal and business accounts for company growth in the East Tennessee market Recognized company .
- Consulted customers and businesses in and outside of store locations for wireless phone and internet needs.
- Resolved customer complaints by creating a reasonable solution for either the customer or business client needs.
- Customer Service, Advise clients or customers, Answer customer or public inquiries, Arrange merchandise display, Demonstrate goods services, Greet .
- Had a thorough understanding of business operations and effectively develop comprehensive data/voice solutions to meet the companys needs.

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- Responsible for setting up and managing integrated pop3/imap4 accounts for Blackberry, Iphone, Windows mobile and Android end users along with the .
- Network with businesses to maximize sales.

EDUCATION

- Associate Of Arts