

# Robert Smith

## *Wireless Department Manager*

### PERSONAL STATEMENT

Reliable and punctual service-focused professional who possesses an excellent work ethic. Areas of expertise include inventory, cash management and exceptional customer service, Work closely with engineering to implement service offerings such as roaming, hot spot, tethering, mobility, managed services, etc, Building relationships with customers/vendors/customers so that they can provide products/services that improve overall customer satisfaction.

### WORK EXPERIENCE

#### ***Wireless Department Manager***

**ABC Corporation - January 2005 - April 2006**

##### *Responsibilities:*

- Delivered excellent customer service by greeting and assisting each customer.
- Delivered customer education about wireless phones and services provided by multiple wireless carriers.
- Stocked and restocked inventory when shipments were received.
- Trained staff to deliver outstanding customer service.
- Supervised and coordinated activities of workers in a retail department.
- Assigned duties to workers and scheduled break periods, work hours.
- Executed local sales strategies and working with engineering to develop new software releases.

#### ***Wireless Department Manager***

**Delta Corporation - 2001 - 2005**

##### *Responsibilities:*

- Trained and supervised a three person staff on the sale of digital and wireless service and kiosk operation.
- Provided solutions for all customers electronic merchandising needs.
- Troubleshoot cell phone and computer problems and assisted in fixing them.
- Generated an increase of \$5,500 in new business within one month by improving sales techniques.
- Provided phone support for various carriers, including Sprint, AT&T, Verizon, T-Mobile.
- Assisted in technical trouble shooting with all wireless devices (Blackberrys, PDAs, Windows, and all Other smart phones).
- Managed cell phone activations and upgrades for customers on a daily basis.

### Education

BA

### **CONTACT DETAILS**

1737 Marshville Road,  
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(123)-456-7899  
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[www.qwikresume.com](http://www.qwikresume.com)

### **SKILLS**

Wireless, Customer  
Service, Management.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)