

Hello, I'm John Smith.

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Skills

Highly knowledgeable in customer service, computer hardware and software repair in both Windows PCs and Macintosh. Able to provide practical knowledge on how to prevent further problems through effective education. Able to create efficient solutions to complex problems. Highly organized during high-stress situations. Highly skilled at training, coaching, and correcting in a positive manner.

Certifications

- **ACiT 2019** - Certified by Apple for hardware and software repairs.

Experience

AT&T Mobility. | Oct. '19 - Present.

Call Centre | 1 Aviation Dr. Rantoul, IL 61866

- **Customer Service & Sales**
 - Maintained sales results over 130% to target month over month.
 - Scored excellent on customer surveys, keeping a score of 100% my entire tenure on the phones.
 - Maintained a strong ethical compass in a commission based environment.
- **Manager in 60**
 - Helped out the entire call centre, over 100 representatives, with in-the-moment solutions to systems and policy based questions over text chat.
 - Created team goals to keep track of how fast we were helping our representatives and accurate our answers were to their questions.
 - Maintained a number of six representatives helped per half hour on a goal of two.
- **Customer Escalation Manager**
 - Used my skill of rapport building to overcome major issues clients brought to our attention
 - Maintained a number of 1% on a goal of 5% of calls escalated to a higher manager.
 - Was recognized on a district level for becoming a resource for representatives and clients to reach out to as a form of follow up to ensure issues that landed on my desk were dealt with without the client having to call back in. In doing this, I retained a callback rate of only 2% on a goal of 10% and an excellent client satisfaction rating for not only myself, but the representatives the clients spoke with.

Best Buy Stores, L.P. | Oct. '13 - Oct. '19, spanning three different stores.

Store 606 | 1450 Koester Dr. Forsyth, IL 62535 | Oct. '13 - Nov. '17

- **Computer Sales**
 - Regularly performed at the top of the department in direct profit.
 - Created customer relationships that lasted through my tenure at the location.
 - Upheld and taught the selling model the company carried.
- **Counter Intelligence Agent**
 - Performed managerial tasks when needed, such as leading the sales floor, handling manager-on-duty tasks, and delivering coachings.
 - Led our precinct to perform in the top five stores in the company for three quarters straight.
 - Created new documentation for coachings and one-on-one role play activities that was adopted by district leadership.
- **Advanced Repair Agent**
 - Kept the store's repair turnaround time below 0.4 on a goal of 2.0 while being the only repair agent staffed at the time.
 - Brought the stores redo rate down from 10% to 2%
 - Created a one-on-one system wherein I would sit down with the computer sales department once a week to coach them on services sales based on their feedback.

Store 1094 | 10025 N Michigan Rd. Carmel, IN 46032 | Mar. '18 - Mar. '19

- **Consultation Agent**
 - Helped create and run an employee-driven team that created solutions to issues noticed by floor-level employees around the sales floor.
 - Helped open Indianapolis' first Best Buy Teen Tech Centre; a program that gives teens access to technology, training, and mentorship.
 - Performed in the top 1% of the company on a regular basis in two different markets.

Store 489 | 10346 E US Hwy 36, Avon, IN 46123 | Mar. '19 - Oct. '19

- **Consultation Agent**
 - Streamlined selling services by creating a regularly updated guide on what to sell and how to schedule which resulted in higher in-home services sales within a week.
 - Worked closely with new agents in the store to help improve their sales, check-in times, client relations, and time management.
 - Trained agents of a vast variety of tenure on how to check-in, repair, and check-out Apple devices during the company-wide roll out of AASP, our Apple
 - repair service. Took on a leadership role at many stores to help them prepare for the same.