WILLIAM **GARCIA**

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SUMMARY OF QUALIFICATIONS

Possess a combination of analytical and leadership skills, with excellent organization and prioritization abilities. Proven ability to lead teams, troubleshoot issues and drive results.

EXPERIENCE

SALES REPRESENTATIVE, AT&T-SAN DIEGO, CA (OCTOBER 2000- MARCH 2022)

- Sales Representative for both Diverse Market Group of AT&T and Emerging Products Center (DSL, Wireless, U-Verse, DTV)
- Served as the customers' advocate by handling complaints and clearing customer problems regarding service, billing and advertising campaigns.
- Worked as a part of the team, in alignment with monthly plans, to profitably increase revenues by selling products and services to new and existing customers.
- Communicated with other departments to refer customer requests, inquiries and complaints about their telephone service, in order to service the customer.
- Issued service orders related to products and billing matters.
- Entered technical coded data in specific blocks on various forms, which required a high degree of accuracy.

TEAM LEAD, AT&T-SAN DIEGO, CA (FEBRUARY 2012- MARCH 2022)

- Provided resolution on customer escalations & consumer sales for an office of more than 120 work from home and in-office sales representatives.
- Pulled and organized data to track and analyze sales trends
- Served as an office support and single communication contact with management & sales representatives.
- Provided Cross Regional system support for both Midwest and Southeast Regions at center level for all San Diego Centers.
- Created resolutions for issues with hardware & software applications.
- Provided positive revenue in manager call backs and escalations with minimal supervision in support of customer satisfaction (CRIFT).
- Tracked Wireless sales and follow ups for customer satisfaction as a Wireless Shepherd.
- Created & organized reports, job aids, emails, and other handout information that benefited sales representatives to help minimize downtime and Average Handle Time, increase adherence, and maximize efficiencies.

EDUCATION

JUNE 1996
HIGH SCHOOL DIPLOMA, HILLTOP HIGH SCHOOL

MAY 1998
RECORDING ENGINEER, CONSERVATORY OF RECORDING ARTS & SCIENCES

FEBRUARY 2022 - PRESENT
DATA SCIENCE AND VISUALIZATION, UC SAN DIEGO EXTENSION PROGRAM

SKILLS

- Proficient in Microsoft Word, Excel, and Power Point
- Experienced in Python, NumPy, Pandas, API's, HTML, CSS, Bootstrap, Javascript, SQL, ETL, Tableau, R, pgAdmin, Big Data, Machine Learning, PySpark, jupyter, VS Code, Plotly & Matplotlib
- Clear and effective communication skills

- Quick to problem solve systems issues
- Computer proficiency
- Leadership experience
- Attention to detail
- Creativity
- Decision making
- Data analysis
- Software proficiency