

CHARLES BREVEN SLONAKER GLASGOW

OBJECTIVE My Goal is to grow my brand through an Electronics in either a commercial or consumer area of society. I've had admiration towards growing the industry as I am a gamer and will continue to be a gamer. I have an itch for tech whether it be gaming related or not. I'm a geek at heart and I hope to build a brand around my enjoyment of electronics.

SKILLS & ABILITIES Expert in Consumer Electronics

- Networking/Security
- Home Theater/Home Audio
- Computers/Home Office
- Gaming/Computer Gaming
- Appliances/Home Automation
- Car Audio/Car Electronics.

Management/Leadership Experience
Hands On Learner
Active Listener
Team Building/Teamwork Experience
Problem Solver
7 Years of Customer Service Experience
5.5 Years of Sales Experience

EXPERIENCE **SMART HOME PRO/CERTIFIED ADVISOR:SMART HOME/COMPUTING/MOBILE LTE**
SALES ASSOCIATE/ SALES LEAD
BEST BUY, ROUND ROCK, TX
October 2017 - Current

Advise and consult with customers one whole home solutions, smart home security, Wi-Fi networking. Primary Home Automation Specialist for the store.

Responsible for training new hires on product knowledge and solution sales to increase productivity and associate diversity in the store.

Maintain thorough knowledge of products and customization options in order to meet customer's needs.

Been top revenue producer for department for 8 consecutive months twice.

Personal NPS score of 93 in 2017, 91 in 2018, 96 in 2019, 92 in 2020, and 89 in 2021.

Top Performer for FY20 and FY21. Top 5 in Texas Market for TotalTech Memberships.

Top Performer for FY22 Q1 and Q2

Top 20 in Texas Territory for TotalTech Memberships FY21

SALES LEAD (PART-TIME)

GOODWILL INDUSTRIES, PFLUGERVILLE, TX

May 2017 – August 2017

Assist customers with purchases and maintain the floor.

Close down the building and count revenue at the end of the night. One of the key holders during my time there.

Responsible for running the weekly auction, including Auctioneering the product off.

CUSTOMER SERVICE MANAGER (FULL-TIME)

WALMART, PFLUGERVILLE, TX

August 2015 – August 2016

Managed customer service representatives during shift

Provided back up to other department managers during shift

Handled 200 - 300 customer interactions per day, giving detailed, personalized, friendly & polite service

Remained courteous and calm at all times, even during moments of intense customer displeasure

Responsible for coordinating customer requests with third-parties

Responsible for cash handling of \$2,000 - \$5,000 daily

EDUCATION

AUSTIN COMMUNITY COLLEGE 2015 - 2017

Completed coursework toward an associate degree. With an undergraduate in History.

High School Diploma received May 2015 from

REFERENCES

Kris Martin, General Manager – 5129634994

Bradley Long, Assistant Store Manager – 5129628510

Madison Forsberg, RCC SMB Sales Expert, Apple – 9705967973

Dwayne McGarity, Operations Manager – 5126733392

Lucas Parker, Assistant Store Manager – 3252348383

Brian Vazquez, Fleet Operations Manager, Tesla – 3129832140

Michelle Dorniak, Geek Squad Field Manager - 5126579601