

Charles Glasgow

Small And Medium Business Sales



Pflugerville, TX, 78660



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<https://brevenn.github.io/Portfolio-Full-Stack/>

Full Stack web developer and software engineer. Achieved a Full-stack Coding Boot Camp Certificate from the University of Texas Austin in 2022. An aspiring developer with a background in consumer electronics, sales and customer service. Known for having relationship building skills and being an acute problem solver, always providing uplifting relief to the work atmosphere. Molded for building solutions with clients.



Skills

Project Management and Leadership

Team Building and Communication

Organization and Time Management

Problem Solving

Product and Service Sales



Work History

2022-08 - Current

SMB Sales Expert

Apple Corporate, Austin, United States

- Builds relationships and customer experiences by advising small and medium businesses on what products and services fit best for them in our Apple entity.

2017-10 - 2022-08

Certified Advisor

Best Buy, Round Rock, TX

- Recognized by President of Best Buy Retail Omni Channel for FY21 Q4 Performance
- Recognized as Million-Dollar Writer for doing 1.7 million dollars in Sales for FY2020.
- Informed customers of service specials, completion times and service expenses to provide exemplary customer service.

2014-08 - 2016-08

Customer Service Associate

Walmart, Pflugerville, Texas

- Built Leadership and Customer Service skills and was even promoted to full time Customer Service Manager.
- Developed and actualized customer service initiatives to decrease wait times.
- Collaborated with store management and program leadership to suggest actionable improvements and corrective action plans.



Education

2022-06 - 2022-12

Certification: Full Stack: Web Development/Software Engineering

University of Texas At Austin - Austin, TX

2015-09 - 2017-12

Undergraduate: Buisness Administration

Austin Community College - Austin, TX

2011-08 - 2015-06

High School Diploma: Buisness

Hendrickson High School - Pflugerville, TX



References

- **Kristopher Martin:** *General Manager, Best Buy – 512-963-4994*
- **Bradley Long:** *Assistant Store Manager, Best Buy – 512-962-8510*
- **Madison Forsberg:** *SMB Sales Expert, Apple Corporate – 970-596-7973*
- **Dwayne McGarity:** *Operations Manager, Petco – 512-673-3392*
- **Lucas Parker:** *Assistant Store Manager, Best Buy – 325-234-8383*
- **Brian Vazquez:** *SMB Sales Expert, Apple Corporate – 312-983-2140*