

John Mathew Osmena

1635 Jenkinson Drive, Concord, CA 94520 | (510) 565-9456 | Johnmosmena@gmail.com

Objective

Skilled sales representative seeking a position with increased responsibility with potential advancement for a management position. Proficient negotiator and friendly customer service expert. Highly competitive self-starter who is organized, disciplined, and goal oriented.

Highlights

- Excellent customer service
- People skills
- Extensive phone knowledge
- Put customers at ease
- Upsell expert
- Reliable

Experience

FULL TIME SECURITY ADVISOR | PROTECT YOUR HOME: ADT AUTHORIZED PREMIER PROVIDER | MARCH 2018 TO JUNE 2020

Primary responsibility is to inform, advise and install ADT security systems for residential accounts.

- Identify, communicate and respond to opportunities to impact sales and customer satisfaction with each customer
- Build rapport, develop and expand customer relationships with each customer by understanding individual requirements/expectations and meeting their needs.
- Primary responsibility of informing, advising and installing ADT security systems for residential accounts
- Sales skills, personal growth, high energy and ability to grow within this fast- paced organization

FULL TIME SALES ASSOCIATE | METRO PCS- VAN NESS SAN FRANCISCO, CA | SEPTEMBER 2008 - MARCH 2018

Helps customer issues regarding their phones and wireless service. Address billing issues and any discrepancy problems. Offer better service and better deals on wireless services and providing outstanding customer experience.

- Consistent Employee of the Month performance
- Top 5 sales rep in the whole market in activations

- Thorough knowledge of store operations
- Responsible for closing out the store at the end of the day
- Quickly resolve customer issues and complaints

COMPUTER TECHNICIAN | OPEN PC HELP- TRACY, CA | JULY 2014 – AUGUST 2015 IT and Computer services

- Software configuration
- Installed PC software and peripherals
- Troubleshoot computer and network related hardware
- Supported, repaired and replaced software, hardware and peripherals
- Equipment maintenance
- Building custom Windows PC computers and operating system installation

COURTESY CLERK | TARGET- NEWARK, CA | NOVEMBER 2007 – SEPTEMBER 2008 Department Store – A nationwide retailer of dry and wet goods.

- Bagger, Cashier, Cart collector, Stocker, Custodian

BOX ASSEMBLER | MODUS LINK THROUGH BARRETT SERVICES- NEWARK, CA | MAY 2006 – SEPTEMBER 2007

- Manufacturing and packaging of microprocessors
- Assemble boxes and pack microprocessors for shipment

FULL TIME MOBILE SALES CONSULTANT | MOBILINE FOR T-MOBILE- NEWARK, CA | JUNE 2004 – MAY 2006

- Wireless phone service provider
- Promoting sales by assisting customers' needs and offering mobile products and services

Education

- High School: Little Angels Montessori School- Cebu, Philippines

Languages and Skill:

- Languages: Fluent in English, Tagalog, Visayan, Spanish
- Computers: Microsoft Office, (Word and Excel), Adobe Photoshop, Software Installations

References

- Available upon request