Jennifer Guzman

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Objective

Currently striving to collect valuable experience to gain a stronger perspective in the field of information technology. Strong work ethic, interacts well with people, gets the job done, and achieves goals in a unique, but effective way. Friendly and driven individual, who can work independently as well as in a team.

EXPERIENCE

**AutoNation Toyota , Irvine,CA** *— Sales Consultant*

June 2017 - PRESENT

* Established rapport with guests, and assist in determining their vehicle purchase needs
* Strategically negotiate with customers to close deals and increase sales; calculate finance requirements for lease and purchases.
* Utilized internal data mining tool to query potential clients who met a certain criterion for trade ins, leases, and buy-outs.
* Respond to Internet leads, and customer questions on vehicle pricing, and options from third party sources.
* Experience with handling upset clients and finding new solutions to remedy.

**T-Mobile, Fullerton, CA** *— Sales Representative*

December 2016 - June 2017

* Greeted and actively listen to customer needs to uncover purchasing needs and provide recommendations on products and services.
* Conduct outbound lead follow-up calls to potential and existing customer telephone and email to qualify leads for new promotional offers.
* Handle inventory, cash and conflict resolution for customer escalation.

**Target Corporation, Fullerton, CA***— Guest Service Associate*

July 2015 - June 2017

* Manage the front of the store, and respond quickly to guest needs, questions or issue.
* Trained team members various functions of their job, and handle customers inquires.
* Maintain knowledge of current sales, and promotions, policies regarding payments and exchanges in best interest for company and guest.

EDUCATION

**California State University-Dominguez Hills, Carson CA** *— Bachelor of Science: Information Systems*

August 2017 - May 2020

Business Communication, Database Systems, Data Mining for Managers, Project Management Fundamentals.

* Student Research Assistant (2019)- Crowdsourcing