

Gilberto Varela

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SUMMARY

Strategic and high-performing sales leader with 10+ years of experience driving revenue growth, managing enterprise accounts, and elevating underperforming teams to top-ranking status. Recognized for exceeding quotas, building strong executive relationships, and creating people-first, high-performance cultures.

CORE STRENGTHS

Enterprise Sales & Account Management • Leadership & Development • Strategic Planning • Contract Negotiation • KPI Optimization • Culture Transformation • Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Senior Business Account Manager — Verizon Wireless, Irving, TX (Sept 2023 – Dec 2025)

- Directly manage and grow a high-value client portfolio, exceeding quota through strategic renewals, expansions, and cross-sells of advanced Verizon solutions.
- 115% Net Activations attainment, 189% Sales Dollars attainment, and over 100 new logo activations for the year.
- Serve as trusted point of contact for enterprise accounts, leading QBRs and supporting client strategic initiatives.
- Partner with technical teams to design tailored technology solutions and ensure seamless implementation.
- Utilize Salesforce for pipeline accuracy, forecasting, and leadership reporting.

Sales Executive — AT&T; Business, Dallas, TX (Jan 2022 – Sept 2022)

- Exceeded quotas through proactive pipeline management and outbound prospecting.
- Sold full suite of AT&T; business solutions including wireless, fiber, security, and remote B2B services.
- Maintained accurate CRM documentation for forecasting and performance reporting.
- Built and nurtured client relationships via remote and digital channels.

Retail Manager — Verizon Wireless, Dallas & Mesquite, TX (Aug 2018 – 2022)

- Ranked #1 company-wide at Lake Highlands store; earned 2019 President's Cabinet Award.
- Led market strategies to increase sales, market share, and customer experience performance.

- Oversaw full P&L; inventory, staffing, and operational compliance.
- Built and developed high-performing teams, promoting multiple leaders.

Assistant Manager — Verizon Wireless, Mesquite, TX (May 2015 – Aug 2018)

- Oversaw daily operations and staff coaching to drive high performance.
- Delivered exceptional customer satisfaction and handled escalations.
- Winner's Circle Award recipient (top 5% company-wide).

Solutions Specialist — Verizon Wireless, Mesquite, TX (Oct 2013 – May 2016)

- Achieved aggressive sales targets using consultative selling.
- Delivered expert customer service, troubleshooting, and upgrades.
- Built strong customer relationships for retention and repeat business.

EDUCATION

Bachelor of Business Administration — Strayer University (2021)