

Richard Rosales

Associate Sales Director at AT&T

rr8457@att.com

Summary

I'm passionate about cultivating an inspirational culture, helping my team members achieve their dreams, and delighting our customers with innovative solutions that solve meaningful problems. I'm dedicated to operating with integrity, investing in others...and remembering to stop and smell the flowers!

Experience

Associate Sales Director at AT&T

July 2004 - Present (10 years 11 months)

Responsible for 182 direct reports in San Antonio and Austin handling UVERSE retention. Created strategic quarterly and monthly coaching plans with direct reports to achieve call center targets. Establish and develop professional relationships with Union. Ensure smooth adoption of new initiatives.

Certifications

Intro to HTML and CSS

Udacity September 2009

Green Belt Six Sigma

AT&T June 2013

Skills & Expertise

Telecommunications

Wireless

Team Leadership

Managed Services

Account Management

Sales Operations

VoIP

Customer Satisfaction

Management

Product Management

Mobile Devices

Direct Sales

Unified Communications

Solution Selling

Cross-functional Team Leadership

Call Centers

Customer Experience
Customer Retention
Sales
Leadership
Marketing Strategy
Sales Management
Sales Process
IP
Professional Services
Mobile Communications
Negotiation
CSS
HTML
HTML Scripting
JavaScript
Six Sigma
Green Belt
JScript
jQuery
Volunteer Management

Education

Udacity

Nanodegree Front-End Web Developer, HTML, CSS, Javascript and jQuery, 2014 - 2015

Activities and Societies: Piazza student contributor.

Patten University

Bachelor of Applied Science (B.A.Sc.), Business Administration and Management, General, 2012 - 2015

Interests

Management training, new technologies, volunteering, mentoring, strength and conditioning

Volunteer Experience

Den Leader at Boy Scouts of America

March 2012 - Present (3 years 3 months)

Unit Volunteer Coordinator at San Antonio Food Bank

January 2012 - Present (3 years 5 months)

<http://safoodbank.org/>

Unit Volunteer Coordinator at Family Violence Prevention Services

February 2012 - Present (3 years 4 months)

<http://www.fvps.org/> Family Violence Prevention Services, Inc. (FVPS) has been helping victims of domestic violence in San Antonio since 1977. FVPS began as an emergency shelter for women and children and we

now offer a complete array of shelter, transitional housing, counseling, children's, and legal services to help individuals and families recover from the pain and long-term effects of domestic violence.

Languages

English	(Native or bilingual proficiency)
Spanish	(Native or bilingual proficiency)
Russian	(Elementary proficiency)

Honors and Awards

President's Volunteer Service Award

Office of the President of the United States

January 2013

The President's Volunteer Service Award (PVSA) is the premier volunteer awards program, encouraging citizens to live a life of service through presidential gratitude and national recognition.

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Organizations

Citizens Acting Together

Cochair

June 2012 to Present

Projects

Portfolio

January 2015 to Present

Members: Richard Rosales

Website showcasing body of work in HTML and CSS.

Interactive Resume

March 2015 to Present

Members: Richard Rosales

Demonstrates knowledge of variables, objects, JSON, functions and control flow by creating online resume project.

Courses

Nanodegree Front-End Web Developer, HTML, CSS, Javascript and jQuery

Udacity
Javascript
HTML and CSS
jQuery

Associate Sales Director

AT&T
Six Sigma Green Belt
Agile Front Facing Project Manager

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[Contact Richard on LinkedIn](#)