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- **Experienced Sales Manager with over eleven year's experience.** Proven ability to turn around under-performing teams to create highly profitable teams through training and partner relationships.
 - **Respected builder and leader of customer-focused teams;** instill a shared, enthusiastic commitment to customer service as a key driver of company targets.
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Areas of Expertise

*Customer Service Management
Staff development
JavaScript*

*Sales & Margin Improvement
Complaint Handling & Resolution
jQuery*

*Teambuilding & Training
HTML & CSS (including Bootstrap)*

Projects

- 2015 Non-management LEAD - collaborated with training and design to create 2015 courses for all AT&T Home Solutions frontline employees.
 - Online Resume - Demonstrates mastery of Syntax Languages and knowledge of variables, objects JSON, functions and control flow
 - Portfolio Site - Responsive website that displays descriptions of all projects in Front End Web Developer Nanodegree using HTML and CSS.
 - Classic Arcade Game Clone - Used clone to create online arcade game.
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Professional Experience

AT&T — San Antonio & Austin, TX

Sales Manager, April 2009 to present

Responsible for 182 direct reports in San Antonio and Austin. Developed call center sales coaches. 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. Oversee operations to ensure friendly and efficient call transactions.

Selected Contributions:

- Launched Pilot program for Premier Wireless Loyalty Program.
- Launched Pilot Digital Life referral center.
- Collaborated with AMDOCS to create processes that increased customer satisfaction and significantly increased net revenue on existing medium risk Uverse customers.
- Developed, shared, and formalized process for the creation of a repeat mailbox that increased net customer satisfaction and has decreased repeat rates across all centers that have implemented practice.
- Collaborated with Indirect eCommerce on e-mail follow-up process for eCommerce customers.

AT&T — San Antonio & El Paso, TX

Sales Coach Manager, July 2006 to April 2009

Trained and supervised 15 customer service representatives. Monitored and coached representatives for compliance

of sales strategies, call flow, customer satisfaction, and regulatory compliance.

Selected Contributions:

- Surpassed revenue goals in four consecutive quarters and awarded "Fortune 500".
- Served as mentor to junior team members.
- Center Sales Manager delegate.
- CSA behavior interviewer certifier.

AT&T — El Paso, TX

Service Representative- July 2004 to July 2006

Provided customer service, offered appropriate products, and followed regulatory compliance.

Selected Contributions:

- Surpassed all revenue goals in four quarters and awarded "Fortune 500".
 - Awarded "Fortune 500 Service Excellence Award" for customer satisfaction.
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Freestand Financial Holding Corp. — Tucson, AZ

Senior Loan Officer, December 2003 to May 2004

Increased mortgage loan portfolio by developing business contacts within the community, specifically with the real estate community and making sales calls to prospective customers. Completed mortgage loans by monitoring collection, verification, and preparation of mortgage loan documentation. Scheduled and completed mortgage loan closing.

Selected Contributions:

- Exceeded mortgage loan targets in quantity and revenue.
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Quebedeaux Pontiac-GMC — Tucson, AZ

Special Finance Manager, September 2002 to April 2003

Developed and staffed Special finance department. Forecasted goals and objectives for sales and key expenses on a monthly basis. Performed credit interviews, prepared credit application and verified accuracy of all material information on the credit application and submitted to lender. Disclosed financial information to customer and responsible for selling credit insurance and service contracts. Maintained good lender relations.

Selected Contributions:

- Exceeded special finance monthly targets month over month.
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O'Reilly Chevrolet — Tucson, AZ

Used Car Sales Manager, November 1998 to February 2002

Forecasted goals and objectives for sales and key expenses on a monthly basis. Hired, motivated, counseled, and monitored the performance of all used vehicle sales employees. Prepared and administered an annual operating forecast and budgeted for the used car department. Developed, implemented, and monitored a follow-up system for used vehicle purchasers. Directed and scheduled the activities of all department employees, ensuring proper staffing at all times. Assured compliance with federal, state, and local regulations that affected used vehicle sales. Established and reinforced product knowledge standards.

Selected Contributions:

- Exceeded monthly revenue targets month over month.
 - Awarded "Circle of Excellence" for customer satisfaction.
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Pima County Sheriffs Department — Tucson, AZ
Corrections Officer, November 1995 to November 1998

Maintained security and inmate accountability to prevent disturbances, assaults, and escapes. Inspected facility, monitored cells and other areas of the institution for unsanitary conditions, contraband, fire hazards, and any infraction of rules.

Selected Contributions:

- Tactical Assistance Group member EMT.

Arizona Department of Corrections — Tucson, AZ
Corrections Officer, April 1994 to November 1995

Maintained security and inmate accountability in order to prevent disturbances, assaults, and escapes. Inspected facility, monitored cells and other areas of the institution for unsanitary conditions, contraband, fire hazards, and any infraction of rules.

Selected Contributions:

- Special Management, Complex Detention Unit and Cell Extraction Team member.

U.S. Navy — Norfolk, VA
Hull Technician (EOD), January 1990 to November 1993

Selected Contributions:

- Southwest Asia Service Medal with one Bronze Star for service during Operation Desert Storm and Desert Shield.
- National Defense Service Medal
- Kuwait Liberation Medal
- Sea Service Deployment Ribbon
- Battle "E" Ribbon.

Education and Training

Udacity Front End Web Developer NanoDegree – Web Development	February 2014
Agile Front Facing Project Management – Project Management	August 2013
Patten University - Business	July 2013
San Antonio Community College - General Studies	September 2011
Pima Community College - EMT Certificate	September 1997
Green Belt Six Sigma – Project Management	May 2000

Training: Completed numerous courses and seminars in customer service, sales strategies, inventory control, time management, leadership, and performance assessment.

Community Involvement

2014 Presidential Volunteer Service Award	January 2015
2013 Presidential Volunteer Service Award	February 2014
Boy Scouts of America- Den Leader	August 2011
American Corporate Partners— Mentor	December 2011