

# **ANDRES ARIZALA**

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## **SUMMARY**

Highly motivated bilingual sales professional with experience in sales and customer service. Creative problem-solver with a talent to analyze customer needs, increase efficiency, improve morale, resolve conflict and exceed set goals in all key metrics. A leader who thrives in a fast-paced, team environment. Outstanding ability to work effectively and efficiently within a challenging, changing, and high stress environment while learning new concepts in a short period of time and communicating them with others at ease. Proven ability to sell customers on value-added solutions while ensuring the highest customer satisfaction possible.

## **KEY SKILLS**

Entrepreneurial	Conflict Resolution	Critical thinker
Microsoft Office Suite	Team Leadership	Reliable
Time Management	Willingness to Learn	Leadership
Fluency in Spanish	Salesmanship	Solution Selling
Analytical	Effective Listener	Sales process

## **PROFESSIONAL EXPERIENCE**

**VERIZON WIRELESS (HOUSTON, TEXAS)**

*Solutions Specialist*

11/2013 – Present

- Exceed in all key metrics by engaging with customers and selling solutions that create the best customer experience in doing so ranked in the top 20% of all Solutions Specialists in the South-Central Market for 2014, 2015, 2016 and 2017.
- Achieved over 300% to total quota a total of 11 times.
- Selected to be Mentor as part of the “Mentorship” program to train new employees and demonstrate desired behaviors for new Solution specialists.
- Selected as employee for Conroe location to communicate promotions. In doing so was able to help co-workers leverage promotions for additional growth.
- Connect and offer solutions to small, medium and large businesses to help increase efficiency with wireless needs. In doing so have lead store and district for months and quarters.

**SPRINT CORP. – (KATY, TEXAS)**

*Lead Retail Consultant*

10/2011 – 11/2013

- Handle high volume business accounts and ensure all wireless needs are fulfilled. Increased business activations 25% by doing research before contacting businesses and offered solutions that would be beneficial to their specific needs.
- Contact customers for possible new lines of service. Began tracking all customers and in doing so was able to increase tablet and home phone sales by offering promotions that were not available in the past. Increased activations by 30% and accessory sales by 20%.
- Coach co-workers on improving sales by observing sales techniques and offering feedback to improve sales and customer satisfaction. By role playing and offering alternative solutions employees have been empowered to do better as individuals and make a better team.
- Tasked with training and mentoring new hires by having them shadow myself and transition into taking customers on their own. Set correct expectations and act as a sales role model by offering emerging products and accessories to every customer every time.

## **EDUCATION:**

Oregon State University– Corvallis, Oregon

**Bachelor of Science in Computer Science- Fall 2019**

University of Houston – Houston, Texas

**Bachelor of Science in Psychology with a minor in Political Science- Spring 2014**

Morton Ranch High School – Diploma- \*Ranked- Top 10% of graduating class

## **AWARDS/Achievements**

Top 1% in Tablet sales in district

Top 20 in scorecard out of 750+ sales representatives in the region for 3<sup>rd</sup> quarter of 2014

Top scorecard for location 20 times

Top business adds for District quarter 2 of 2015

Top business adds for location 2016 and 2017