

BRIAN A. DIAZ

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OBJECTIVE

Seeking a job that will utilize skills in bilingual language (English/Spanish), customer service and technology to efficiently help the company obtain higher profits and achieve its goals and sales quotas, as well as gain experience in the field.

EDUCATION

Bachelor of Science in Computer Science

Charleston Southern University | Charleston, SC | Graduation Anticipated May 2022 | Cumulative GPA: 3.77

SKILLS AND ABILITIES

Technical Skills

- Adobe Photoshop
- Microsoft Office Suite
- Programming: C++, C#, SQL, JavaScript, Java, and Assembly
- HTML and CSS

Additional Skills

- Bilingual (English/Spanish) and Customer Service
- Money Handling and Observation
- Responsive and Friendly
- Organization and Planning
- Punctual and Dependable
- Visual Art



ORGANIZATIONS & EXTRACURRICULARS

Honor Society Member | Upsilon Pi Epsilon (UPE) | Nov 2020 – Present (1 year, 4 months)

Projects

GitHub Portfolio | <https://briandiaz0.github.io/> | Updated as of 02/01/2022 |

EXPERIENCE

Mobile Expert | T-Mobile | September 2020 – Present

- Meets or exceeds all assigned sales quotas and performance goals
- Sells postpaid services and products for consumers with credit-applications
- Handles customer service issues in a professional and empathetic fashion
- Engage in discussion with customers, asks questions and listens intently to make the best recommendation for their cellular needs and mobile advice
- Builds relationships with customers to develop opportunities to cross sell additional products and obtains referrals from customers to further business and sales

Sales Associate | Target Tech | June 2020 – August 2020

- Communicated effectively with customers
- Input inventory for cellphones
- Sold and marketed cellular services with major carriers such as AT&T, Consumer Cellular, and Verizon Wireless in addition to Cricket Mobile, TracFone, and Total Wireless
- Sold additional products in the electronics department such as external speakers, headphones, and cases

- Processed transactions efficiently and achieved sales quotas

Sales Associate | Boost Mobile | November 2017 – June 2019

- Sold prepaid services and products
- Engaged in discussion with customers, asked questions and listened intently to make the best recommendation for their needs
- Worked as part of a team with other associates to complete tasks such as processing transactions and customer service
- Achieved sales and performance goals