

# CARLOS E. DE LA TORRE

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## **CAREER OBJECTIVE**

To secure a position that would prepare me to pursue a career in the field of mechanical engineering

## **EDUCATION**

Cochise College, Associate of Arts, General Studies, May 2015

Douglas High School, May 2015

## **WORK EXPERIENCE**

### **AT&T Certified Advisor/Sales Consultant** **Best Buy & AT&T** **Tucson, Arizona**

#### **Oct. 2019 – Current**

- Created an environment using current technology to provide a one-stop-shop experience for customers seeking AT&T products and services in a way that is engaging and promotes excitement.
- Established solid rapport with a variety of customers by understanding their specific needs and creating a unique solution for their problems which included AT&T products and services.
- Frequently trained numerous Best Buy employees on new AT&T products and promotions to ensure they would be able to concessively implement sales tactics and achieve sales goals to maintain high quality customer service.
- Educated myself on the upcoming technology (phone, phone accessories, smartwatches, tablets, routers, modems, etc.) to have the ability to adequately educate and pitch products to customers in a way that would create an unforgettable experience and all-around solution.
- Adjusted to different sales techniques during the 2019 COVID pandemic while a brief tenure as an online representative for Best Buy's main website by providing an educated approach to for their Mobile department and AT&T's products and services.
- Ensured all of Best Buy's and AT&T's regulations and standards were upheld to create a stable work environment and to maintain a first-rate relationship between both companies.

**Entertainment Consultant/Assistant Manager/Salesman**  
**AT&T Authorized Retailer – Spring Mobile**  
**Scottsdale & Mesa, Arizona**

**May 2017 – June 2018**

- Developed sales strategies for multiple accounts while simultaneously provided sales background and training expertise to ensure key metrics were attained.
- Evaluated a variety of accounts and educated customers on basic functionality of their phones and plans to establish good rapport and secure the best sale on every opportunity.
- Organized and implemented the company's standards on promotions, store readiness, and security procedures daily.
- Covered shifts and assisted with store scheduling and took responsibilities of a store manager when they weren't present.
- Acquired a substantial amount of knowledge regarding the functionality of phones including basic troubleshooting, hardware maintenance, potential software threats, etc.
- Assured that the employees and myself were educated on new and upcoming promotions to secure and maintain an educated sales approach for every customer.

**Medical Courier, J2 Express (J2 Laboratories & Southwest Laboratories)**  
**Phoenix, Arizona**

**March 2015 – May 2017**

- Pick-up and deliver medical testing specimens & medical supplies from various facilities, hospitals, and offices.
- Ensured that each item is secured properly in the transport vehicle while updating delivery information on a company database in a real time manner.
- Independently managed time between two or more routes to pick-up then deliver specimens on time for a full workday
- Took diligent notes and pictures to write coherent instructions on how to execute different routes for other couriers covering new routes while training new couriers.
- Chart out best route to the destination keeping traffic and mileage in mind

**Resident Assistant (RA), Cochise College**  
**Douglas, Arizona**

**January 2014 – December 2014**

- Assessed and responded to the needs of over 90 student residents
- Implemented, enforced, and upheld all dormitory policies
- Managed administrative tasks which include (but aren't limited to) room condition reports, maintenance requests, incident reports, and room change processes
- Created/Developed a positive and safe living environment for student residents
- Addressed student needs and encouraged involvement among residents in a way that supported the mission of the campus resident life
- Assisted in the selection, evaluation and training of incoming RA's

**Peer Math Tutor, Cochise College**  
**Douglas Arizona**

**August 2013 – December 2014**

- Tutor students in specific course material and integrate study and learning strategies to promote independent learning
- Independently managed tutoring center during summer hours and after school hours.
- Meet with students on a one-to-one or small-group basis to adapt to different learning conditions
- Maintain accurate records of tutoring sessions for program requirement
- Ability to collaborate with other tutors and students alike from diverse backgrounds as well as underprepared and special needs students.

**Student Government Association (SGA) Member, President & Social Events Coordinator**  
**Cochise College, Douglas Arizona**

**August 2013 – December 2014**

- Represented the student body by conveying the opinions, ideas, wishes, and needs of the students to the Administration, Faculty, and Staff
- Execute the provisions of the SGA Constitution to maintain the institution's integrity
- Advertised/Developed/Lead student centered hall programs to promote social, education, diversity, health, emotional, understanding and growth
- Functioned as a liaison and tour guide for potential new students on campus.
- Make adequate reasonable efforts in responding to issues and events on campus
- Assume any pending responsibilities SGA required to include but not limited to administrative tasks, cleaning, organizing and assisting students

**Agent, Advanced Call Center Technologies**  
**Douglas, Arizona**

**March 2012 – April 2013**

- Responded to inbound calls for providing new television service and product information
- Provided callers with information on internet packages and promotions
- Aided new agents on calls and program difficulties.

**Equipment Manager**  
**Douglas High School, Ladies Basketball and Softball Teams**  
**Douglas, Arizona**

**August 2011 – May 2012**

- Made sure the equipment was packed before and after practice and ready for road trips.
- Ensured individual player statistics were current and adequate.
- Managed a variety concession stands for team fundraisers.

## **REFERENCES**

Raymond Turner, Spring Mobile, District Manager, 480.329.2248

Enrique Diaz, Spring Mobile, Store Manager, 480.306.0086

Fidel Somoza, J2 Express/J2 Laboratories, Logistics Coordinator, 520.307.7540

Marisol Arenivas, Cochise College, Director of Housing & Student Life, 520.255.0675

Anna Molina, Cochise College, Supervisor, 520.417.4062

Eric Steimert, Cochise College, Director of Math and Tutoring Services, 520.263.9623