

CARLOS E. DE LA TORRE

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CAREER OBJECTIVE

Secure a position that would prepare me to pursue a career in the field of mechanical engineering, physics, and mathematics.

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 during 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 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 I 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 the 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.
- 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.
- Assume any pending responsibilities SGA requires 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 to provide new television service and product information.
- Provided callers with information on internet packages and promotions.

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.