

# [Luis F. Florez]

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**[[High-Performing Sales Professional with Bilingual Customer Care Expertise]**

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**[[Value-Based Selling] | [Real-Time Translation] | [Persuasive Communication]**

Results-driven sales professional with over 2 years of experience in high-pressure sales and customer care environments, consistently ranking among the top 4 performers on 15-member sales teams. Skilled in building rapport and offering tailored solutions to fit each client's unique needs, fix problems and resulting in a proven track record of driving revenue growth and exceeding sales targets. Expertise in value-based selling, persuasive communication, and real-time translation to deliver engaging interactions.

## WORK EXPERIENCE

**AT&T Telecommunications** – New Braunfels, TX, United States

04/2022 - Present

### **Retail Sales Consultant**

Responsible to provide meaningful and personalized interactions with prospects that will lead into sales, within a variety of products and services provided by the company.

- Use of a consultative sales approach, building value by offering tailored and thoughtful solutions to fit each person, family, or business.
- Following up with leads that do not close, or existing clients that are looking to potentially add more services in their accounts.
- resolving customer concerns, providing engaging interactions in a timeless matter.

**Accedo Technologies** - *Pereira, Colombia*

06/2020 - 02/2021

### **Mobility customer service representative**

Managed 45+ accounts in the communications industry while ensuring quality service.

- Quickly and efficiently open customer accounts by accurately recording account data.
- Following up on each client case to reach personalized solutions
- straightforward and assertive communications in chat or over the phone to simplify context.
- Pivot from initial concern to a sales approach on every opportunity.
- improved team overall metrics by reaching customer satisfaction.

**[Teleperformance]** – *work from Home*

03/2021 – 11/2021

**customer service interpreter**

Responsible to provide in real-time interactions translations to customers in diverse contexts

- Received a 90% satisfaction rating from customers after a completed phone call.
- Handling calls regarding entertainment, cellphones, billing, and health contexts
- Provide assertive recaps about each interaction, making technical terms flexible to understand.

## EDUCATION

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**American School way** - *Pereira, Colombia*

Certificate in English as a second language B2, April 2020

English advanced Grammar course by Platzi B2, August 2021

**7<sup>th</sup> level HQ – Jeremy miner** – US, online remote education

Certificate NEPQ 2.0: The psychology of selling in the new economy. January 2023.

Certificate NEPQ 2.0: principles of the new model of selling. January 2023.

Certificate NEPQ 2.0: Situation, problem, and solution awareness questions. February 2023

Certificate NEPQ 2.0: The engagement stage: Consequence & qualifying questions. February 2023

**Remote closing Academy (RCA)** - US, online remote education

Sales training with emphasis in high ticket sales. In progress.

**Udacity online programs** – US, online remote education.

Digital marketing. In progress

## PROFESSIONAL SKILLS

- critical thinking and problem-solving skills.
- NEPQ: neuro emotional and persuasive questions.
- relationship building
- lead generation
- upselling
- prospecting
- Time management.
- Multitasking
- cross-selling

- Detail oriented.
- Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
- Bilingual English-Spanish

## VOLUNTEER EXPERIENCE

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**Golden Laughter** – *Pereira, Colombia*

07/2018 – 05/2019

### Elderly care

- Volunteer by engaging seniors with recreational and personal growth activities
- Assisted in events preparations, such as excursions

## AWARDS AND HONORS

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**Month's mobility campaign Top performance** - *Accedo Tech.*

09/2020 and 10/2020

- Reached customer satisfaction metrics by reaching 94%
- Worked closely with supervisors to ensure team goodwill.

**Top Customer overall rate satisfaction** – AT&T

07/2022 - 10/2022 - 01/2023

- Provided customers with exceptional interactions that lead to over 100% attainment in satisfaction rate.

**Top sales attainment** – AT&T

06/2022 - 07/2022 - 08/2022 - 09/2022 - 03/2023 – 03/2023

Consistently ranked among the top 4 performers on a 15-member sales team by proactively increasing targeted traffic and driving revenue growth through effective upselling strategies.

## LANGUAGE COMPETENCIES

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- Spanish: native language
- English: B2 level according to Common European Framework of Reference for Languages (speaking, reading, writing, listening)
- TOEFL IBT score overall since 02/2022: 87 pts out of 120