

Brandon Gonzalez

Customer Service Awarded Assistant Manager - At&t

Carlsbad, CA

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Objective is to acquire a position that utilizes my experience and skills for the development of a company. I am a quick learner and hard worker as well as a good salesman. I can easily talk to customers into feeling comfortable in what they are purchasing or looking for in a product/service. I am professional when it comes to my job and responsible when looking at attendance/productivity. Searching for a long-term job opportunity. Have open availability and a desire to learn.

Willing to relocate to: Temecula, CA - Encinitas, CA - Murrieta, CA

Authorized to work in the US for any employer

Work Experience

Assistant Manager

AT&T - Encinitas, CA

November 2021 to Present

- Store Operations and management of employees
- Inventory shipping and receiving
- Data Entry
- Constantly deliver great customer service
- Help open & manage business accounts
- Meet daily sales quota along with monthly quota
- Sell wireless product and services
- Assure staff is updated on product knowledge
- Maintain and stock sales floor
- Observation reports on employees
- Constant top seller each month
- Loss prevention
- Oversee additional tasks
- Create customer loyalty
- Assist with add-on sales

Manager Assistant

Big 5 Sporting Goods - Solana Beach, CA

January 2020 to October 2021

- Shipping/Receiving
- Manage Employees on Sales Floor
- Consolidate product
- Data entry/Inventory control
- Loss Prevention
- Customer Service
- Maintain Sales Quotas

- Enforce Policies
- Create Customer Loyalty
- Assist with Add-on Sales
- Manage Store Operations
- Oversee Additional tasks

Manager Associate

Hertz - Vista, CA

September 2018 to October 2019

Responsibilities

- Provide great customer service
- Consolidate car fleet to appropriate reservations
- Reach daily sales quota along with monthly and quarterly goals
- Obtain new business accounts
- Data entry
- Car rental fleet maintenance
- Create/Manage new and current reservations
- Sell additional services and product
- Promote business through sales calls and meetings with business owners
- Manage car insurance claims with 3rd party companies
- Coordinate with local auto-body shops, car dealerships and auto detailing customers/employees
- Able to multi-task and handle overwhelming situations while paying attention to detail (fast-paced work environment)

Accomplishments

- Multiple promotions
- Won MVP employee of the month various times
- Participate in friendly work contest and win
- Receive recognition and rewards for goal achievements

Mobile Expert

T-Mobile - Escondido, CA

December 2015 to August 2018

Responsibilities

- Meet daily sales quota along with monthly quota
- Constantly handle great customer service
- Data entry
- Inventory scans
- Up to date with product knowledge
- Store operations and management
- Help open & manage business accounts for store (Business Rep.)
- Samsung representative, help manage appointments for customers, troubleshoot/fix cellular devices.
- Work with co-workers in a group setting, weekly conference calls.
- Sell wireless products/devices

Accomplishments

- Received recognition and rewards for most business lines activated in one transaction at 15 new accounts.
- Rewarded for multiple top sales associate of the month.
- Multiple wage raises.

Produce Clerk

Sprouts Farmers Markets - Escondido, CA

August 2014 to November 2015

Responsibilities

- Manual labor
- Unload and load cooler with produce
- Maintain and clean back coolers
- Breakdown pallets
- Consolidate produce
- Code date product
- Overview of invoice
- Maintain sales floor
- Customer service
- Stock sales floor with produce
- Rotate produce
- Dispose of old or damaged product
- Unload trailer
- Maintain receiving dock

Accomplishments

- Received multiple compliments from customers and rewards from the company, such as, gift cards and free lunches.
- Only part-time associate with full-time hours, (Escondido Sprouts store only offers part-time employment, managers are the only full-time associates), in my department.
- Wage raise

Sales Associate

Piercing Pagoda - Escondido, CA

April 2012 to October 2012

Responsibilities

- Pierce ears
- Customer service
- Meet sales quota
- Count inventory
- Cashier
- Maintain sales area
- Change displays
- Label product
- Deposit Cash into bank

- Lock-up
- Manage jewelry case

Accomplishments

- Became key-holder shortly after being hired.
- Obtained the most amount of piercings resulting in getting the commission for it.

Education

Technical school in Jr. Full Stack Web Developer

UCSD - La Jolla, CA

August 2023 to April 2024

Associate in Psychology

Palomar College - San Marcos, CA

2010 to 2011

Diploma in General

Orange Glen High School - Escondido, CA

2005 to 2009

Skills

- Sales (10+ years)
- Manual labor (2 years)
- Key Holder (7 years)
- Leadership Training (5 years)
- Loss Prevention (5 years)
- Pallet Jack (2 years)
- Produce Experience (2 years)
- Microsoft Windows (10+ years)
- Network Support (4 years)
- Detailing (2 years)
- Kronos software (3 years)
- Technical Support (5 years)
- ADP (3 years)

Awards

Manager Assistant

May 2020

Awarded excellent customer service through Big 5 Sporting Goods by receiving multiple compliments from customers to the corporate office.

Manager Associate

March 2019

Awarded Top Salesman through Hertz corporation for consistently hitting all sales quotas. Was given the award 2 more times from different months as well.

Certifications and Licenses

Pallet jack certification

February 2011 to Present

Received forklift training at Sprouts.