

Antonio Gonzalez

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Summary

Assistant sales manager that is excellent at managing multiple tasks, working under pressure and being a top producer for results. Technically-savvy with outstanding relationship building, training and presentation skills. Dynamic communicator who consistently exceeds goals and company expectations. Broad industry experience includes customer service, setting sales goals, and event coordination.

Skills

- Customer Service
- Team Leadership and Training
- Process Optimization and Analysis
- Strong cross-team communication
- Proactive Business Planner
- Project & Time Management

Experience

- | | | |
|--------------------------------|---|--------------|
| January 2019
to
Current | Nordstrom
Assistant Manager for Designer Shoes | Bellevue, WA |
| | <ul style="list-style-type: none">• Trained and mentored new employees to achieve daily performance objectives.• Greeted and assisted all customers daily in high-traffic retailer.• Coached new team members on job tasks, performance strategies, and how to cross-sell.• Boosted sales volume by coordinating and setting up events for major retailers.• Communicated and coordinated with multiple departments to achieve top results.• Exceeded sales goals and improved profitability by aligning sales strategies and business plans with market trends.• Planned and executed in-store promotional events to increase customer engagement and sales revenues.• Boosted team morale and overall sales volume by creating employee incentive sales contests. | |
| May 2018
to
January 2019 | Nordstrom
Sales Associate | Bellevue, WA |
| | <ul style="list-style-type: none">• Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.• Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.• Mentored team members in mastering sales techniques to consistently exceed objectives.• Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.• Performed floor moves, merchandising, display maintenance and housekeeping to keep sales areas well-stocked, organized and current.• Unboxed new merchandise and restocked shelves in appealing and organized arrangements to promote items.• Recommended merchandise to customers based on needs and preferences. | |
| October 2018 | Wyndham Destinations | Redmond, WA |

to March 2019	Account Manager	
	<ul style="list-style-type: none"> · Conducted one-on-one sales presentations and resort property tours to interested parties. · Generated sales by prospecting leads, cold calling and negotiating advantageous deals. · Identified customer needs to deliver relevant product solutions and promotions that met target budgets. · Promoted memorable shopping experiences resulting in increased customer retention and loyalty. · Supported owner requests with pricing, property descriptions, room locations and portfolio information. · Monitored contract processing to minimize rescission decisions. · Answered owner questions regarding use of properties and location amenities. · Attended professional training classes and assessments for continuous improvement. 	
November 2014 to April 2017	Security Industry Specialists Security Specialist	Seattle, WA
	<ul style="list-style-type: none"> • Monitored security cameras and fire, building and alarm systems. • Maintained safety by quickly responding to alarms and investigating disturbances. • Checked footage and live feeds from surveillance cameras to monitor for trespassers and criminal activity. • Protected company assets against theft or damage by conducting frequent building and grounds patrols. • Completed required shift logs and reports, highlighting routine activities, suspicious circumstances and critical incidents. 	
November 2015 to July 2020	Friends of Hoop Seattle Coach/ Trainer/ Gym Manager	Seattle, WA
	<ul style="list-style-type: none"> • Developed player abilities with well-structured and rigorous practice program. • Maximized athlete performance by overseeing targeted physical conditioning programs. • Prepared athletes for games with well-coordinated schedule of practices and individual training. • Created out-of-season training camps to keep player skills at peak levels and introduce new members to team. • Managed high volume gyms (600+ people). 	
Education and Training		
July 2016	Bellevue College Associate of Arts: General Studies	Bellevue, WA