



# Jose J. Valdez

Mobile Expert

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## SKILLS

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- Bilingual
- Problem Solver and Critical thinker
- Relationship Building
- Active Listening
- Microsoft Word/Excel

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## EXPERIENCE

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T-Mobile

Mobile Expert

2017-Present

- Approaching the customer with confidence and expertise to assess their needs and concerns while building relationships in the process.
- Side-by-side selling that explores individual needs and finds personalized solutions that keep our customers connected to the people and lifestyle they love.
- Guiding the customers through their purchasing experience with great customer experience.

Cricket Wireless

Assistant Manager

2016-2017

- Assisted the store manager in implementing and executing a strategy that was goal oriented to drive the store performance.
- Coordinated retail store operations and ensured the daily, weekly, and monthly objectives were met by employees in a manner which maximized sales and customer experience.

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## EDUCATION

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Southern Methodist University – Certificate of Full Stack Web Development (2020-2021)

Richland College – Associate in Computer Science (2015-2017)