

Jacob Kriese

2441 E 7th St
Tempe, AZ 85281
(480) 558 -6726
jacob.kriese@cox.com

OBJECTIVE

To obtain a leadership position as a Retail Store Manager that utilizes and builds upon my experience in management, customer relations and knowledge of back office systems.

EXPERIENCE

Cox Communications, Tempe — Senior Sales and Operations Specialist

DECEMBER 2017 - PRESENT

Managing sales floor to ensure quality standards. Training and developing both new and tenured employees on all existing and new COX products and policies. Overseeing all store operations and cash handling procedures. Providing support on sales floor with customer escalations.

Cox Communications, Chandler — Temporary Assignment Senior Sales and Operations Specialist

AUGUST 2017 - DECEMBER 2017

Providing leadership support to the entire market based on current strategies and focus. Assisting in the onboarding and training of new hires. Coaching and developing representatives to ensure goals and targets are being met.

Cox Communications, Chandler — Solutions Specialist

OCTOBER 2016 - JULY 2017

Retail sales professional for COX products for both new and existing customers. Handled multiple customer transactions daily. Manage existing customer base with focus on both retention and upsell. Assist in daily operational store procedures

Sugar Bowl Corp, Scottsdale — Manager

AUGUST 2014 - JUNE 2016

Overseeing restaurant staff to ensure proper operational procedures. Training and onboarding new staff members. Handling customer escalations.

EDUCATION

Scottsdale Community College, Scottsdale — Associates of Arts

AUGUST 2013 - MAY 2016

Related Coursework: General Studies, courses on Microsoft online products

SKILLS

Customer Service

Excellent skills in customer relations, demonstrated by ten years in customer service oriented fields

Sales

Consistent performance exceeding sales quotas. Proven ability to maximize revenue through upselling products and services.

Leadership

Experience leading a team in a fast-paced, professional environment. Establishing rapport to influence team morale and drive results.

LANGUAGES

English and light Spanish

