Joel Galarza

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OBJECTIVE

Dedicated and results-driven individual with a background in software development and a proven track record in sales, seeking a challenging Sales position. Leveraging a solid foundation in customer service, communication, and technical skills, I aim to contribute to a dynamic sales team, drive revenue growth, and **exceed sales targets** in a fast-paced and competitive environment.

TECHNICAL SKILLS

Skills: Objection Handling, Sales, Telemarketing, Customer Service, Appointment Setting, Interpersonal Communication

Tools: Salesforce, GHL, Google Cloud Platform, Microsoft Office, Software Development

EXPERIENCE

High Ticket Setter/Closer   September 2024 – January 2025
Luc B Trann LT Management   *Remote*
- Successfully closed high-ticket options trading mentorship packages priced at $2,500, achieving $67,500 in total sales and worked off a fully commission-based structure.
- Conducted discovery calls and qualification assessments, maintaining a pipeline of warm leads.
- Built rapport and trust with clients, leveraged active listening and tailored communication to handle objections.

Salesperson   December 2023 – August 2024
T-Mobile   *New Milford, Connecticut*
- **Ranked top 8%** in nation for **consumer** account **activations** by leveraging product knowledge to offer accurate and reliable solutions to customer needs.
- **Ranked top 25%** in district for **business** account **activations** by consistently attending chamber of commerce events to generate leads and promote company sales.
- **Achieved consistent growth** and **exceeded** all **Key Performance Indicators** (KPIs) each quarter
- **Maintained a 9.34/10.0** average customer satisfaction score by providing exceptional customer service and troubleshooting software issues promptly.

SAAS Agency Founder   March 2024 – Present
bizscale.ai   *Danbury, CT*
- Scaled business to **$6,300** in **monthly recurring revenue** by providing customers with tailored digital marketing strategies and automated customer management solutions.
- Increased company revenue by using **B2B cold calls and email marketing** to build client base.
- **Served as a technical expert** for small business owners with software issues.
- Reduced churn by applying proactive problem-solving to frequent tickets and real-time troubleshooting during **customer success calls**.

Sales Representative   January 2023 – December 2023
Hawley Lane Shoes   *Danbury, Connecticut*
- Successfully promoted and drove sales by communicating the benefits of various shoe products and special promotions to customers.
- Maintained a clean and organized store environment, contributing to a positive and inviting shopping atmosphere.
- Maintained a high level of responsiveness, providing timely and effective communication with supervisors and sales team members, fostering a culture of transparency and accountability.

EDUCATION

Western Governors University   Salt Lake City, Utah
Bachelors of Science in Computer Science   *Graduating May 2025*