

Jose G. Torres

Self-motivated Sales Consultant with over 8 years of experience in multiple business areas such as finance, customer service, and sales. Focused, detail oriented and experienced working in fast-paced environments independently and as a team player. Seeking to leverage my technical and professional expertise to learn and grow in a new role at your company.

Experience

2018 - present	<p><i>Bilingual Integrated Solutions Consultant</i> AT&T</p> <ul style="list-style-type: none">• Business to Business and Door to Door sales of AT&T products and services.• Assisting residential customers on setting up new devices and applications during the home visit.• Achieve monthly sales and service objectives.• Assign daily appointments within a specific area/territory.• Track and report activities through established company processes and procedures.• Responsible for the use of a corporate vehicle, inventory and expense reports.
2014 - 2018	<p><i>Bilingual Retail Sales Consultant</i> AT&T</p> <ul style="list-style-type: none">• Developed and attained great customer experience in English and Spanish while selling all products and services with the intent to grow our customer base.• Handled all administrative aspects of selling including: completing customer agreements and warranties, up selling devices, integrating phones, tablets and wearables with our home solution products and entertainment services.• Maintained strong knowledge of all products, accessories, pricing plans, promotions, service features and competitive offers.• Developed and trained new hires with different upselling strategies to maximize each customer as an opportunity.• Supported the store manager as Manager on Duty.
2013 - 2014	<p><i>Bilingual Customer Services Representative II</i> Experian Consumer Services</p> <ul style="list-style-type: none">• Processed and managed credit monitoring memberships to customers potentially affected by Data Breaches.• Handled customers concerns and issues on their credit report while upselling products to enhance security and company profits.

Personal Info

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Skills

- Bilingual - English/Spanish
- Advance knowledge of Microsoft Office Applications
- Proven ability to effectively handle multi-task levels of responsibility with minimal direction
- Ability to achieve both immediate and long-term goals
- Team Leader

2010 - 2013	Accounts Receivable Clerk Hilton Ponce Golf & Casino Resort <ul style="list-style-type: none">• Maintained the accounts receivable records for the organization, such as preparing customer statements, bills and invoices, reconciling expenses to the general ledger, credit cards and preparing monthly statements.• Calculated and posted receipts to appropriate general ledger accounts and verify details of transactions, such as funds received and total account balances.• Performed, established and maintained proper accounting practices and procedures according to Hilton Hotel’s audits and policies.• Scheduled and prepared checks to all hotel vender accounts.• Supported Credit Manager, Accounts Payable and General Cashier on analyzing, identifying and recognizing solutions of credit claims according to company policies.
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Education

2006 - 2010	Interamerican University of Puerto Rico BBA Entrepreneurial Development and Management <ul style="list-style-type: none">• GPA 3.20
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