

DISTRICT MANAGER

Summary

Forward-thinking District Manager specialized in turning around under-performing territories with background in Information Technology. Looking for an opportunity in a reputed organization which will help me deliver my best, upgrade my skills and meet the demands of the organization.

Highlights

- Inventory control procedures
- Store planning and design
- Time management
- Personnel training and development
- Solution selling
- Staff development/training
- Enterprise platforms
- Scrum methodology
- End-to-end product lifecycles
- Agile software development
- Managing tight deadlines
- Cloud computing

Accomplishments

Earned "Top Performer" award for 3 months straight from Oct 2016-Dec 2016.

Experience

District Manager 02/2016 to Current Firehouse Subs Woodbury , MN

- Successfully managed 9 Cricket Wireless stores in Dallas.
- Ensured the highest level of customer experience at the store level by setting expectations of excellence in the execution of store standards, talent development, and product knowledge.
- Used Six Sigma to improve process and quality.
- Used online and local job boards to hire and trained them using 6 steps selling process, role play to build successful team of 50 employees including managers.
- Increased the numbers of financing applications submitted and funded by 50%.
- Increased Gross Adds YOY by 20%.
- Kept Attrition rate low and Retention rate at 80% by maintaining great customer service throughout all the doors.
- Advanced user and knowledge of RQ Point of sale software.
- Provided management, measuring, and monitoring of all sales and non-sales tasks, direction, and motivation to store employee team to build a positive sales and service environment.
- Used social media, chamber of commerce and small businesses to achieve market quota and maintain the profitable market.
- Responsible for staffing, P&L, Coaching, Business Development, and growth.
- Proactively identified opportunities for sales process improvement.
- Worked closely with sales management to inspect sales process quality and prioritize opportunities for improvement.
- Used chamber of commerce and cold calling to close B2B sales.
- Made SunCom Dallas one of the best markets and best choice for Cricket wireless.
- Received highest performance award for consecutive 3 months from October 2016- December 2016.
- Effectively communicating company's policies and procedures.
- Paired with human resources to ensure all proper steps are being taken when dealing with personnel issues.

AWS/ Devops Engineer 07/2014 to 12/2015 Opportunity Partners Richfield , MN

- Migrated key systems from on-prem hosting to Amazon Web Services.
- Helped build Capital One a new data platform, near real time, distributed, data platform for operational reporting on AWS Cloud.
- Worked in Agile and Scrum methodologies/practices.
- Worked on designing and deploying a multitude application utilizing almost all of the main services of the AWS stack (like EC2, S3, RDS, VPC, IAM, ELB, Cloud watch, Route 53, Lambda and CloudFormation).
- Created network architecture on AWS VPC, subnets, InternetGateway, Route Table and NAT Setup.
- Perform EC2 RHEL upgrades without application downtime.
- Leveraging AWS SDKs to interact with AWS services from your application.
- Developed Python Scripts to manage few services on AWS using SDK BOTO.
- Setup and automate high availability clusters with AWS Auto Scaling, Load Balancers and Route53 via Chef.
- Server configuration management via Chef, Puppet, and Consul.
- Extend Single Sign-On to the cloud.
- Implemented a Continuous Delivery pipeline with Docker, Jenkins, Chef, GitHub and AWS AMI's.
- Designing and creating a resilient Mesosphere infrastructure from scratch - Marathon and Jenkins integrated with Active Directory/LDAP.
- Manage and support applications running on Docker containers.
- Replication of Data on S3 across the regions.
- Install and configure Oracle and Cassandra database using Chef on AWS platform.
- Estimating AWS usage costs and identifying operational cost control mechanisms.
- Real Time data processing using Golang and Microservices.
- Using Kafka to stream the data from source to Cassandra and Hadoop.
- Install, Configure and Administration of Cassandra 2.1 / DSE 4.7.6 and DSE Opscenter 5.2.2.
- Provision and deploy of Big Data NoSQL databases including Cassandra database servers in development, staging and production.
- User management with LDAP and Setup authentication to Database users using External LDAP server.

- Monitoring via Splunk, DataDog, Wireshark and CloudWatch.
- Prepare and execute backup and recovery for the data.
- Implement disaster recovery plans.

Sales Manager 04/2012 to 05/2014 MetroPCS/T-Mobile City , STATE

- Used aggressive and persuasive approach to generating and qualifying sales leads through prospecting, cold-calling and networking.
- Devised creative and effective sales approach to negotiate and close sales.
- Managed sales funnel and generated reporting on sales activities and forecasting.
- Experienced in preparing, delivering, and following up on proposals and pricing quotes.
- Delivered superior customer service with attention to details.
- Spent at least 50% of the time mentoring Sales Rep.
- Exceeded performance targets related to subscribers, revenue, and churn.
- Stayed up-to-date with on the latest data/entertainment technology and devices.
- Engaged customers through demonstration with the help of good product knowledge.
- Completed all aspects of opening and closing the store in accordance with written procedures.

Solution Specialist/ Store Manager 05/2009 to 12/2011 Mobilink USA City , STATE

- Created design and implemented new marketing tools to attract new customers.
- Oversaw sales department to ensure it is running efficiently.
- Prepared training manuals for Sales Representatives to learn the policies and procedures.
- Organized sales conferences to enhance the skills of Sales Representatives.
- Assisted in-store customers with choosing a cellular phone as well as a calling and data plan.
- Drafted all paperwork for customer contracts set up auto-pay added and deleted features etc.
- Provided monthly sales reports and analyses.

Education

Bachelor of Science : Engineering University of Louisiana at Lafayette City , State

Skills

Â Business Development, Coaching, Cost control, Customer service, Sales management