

Melissa Moreno

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Vision-driven change agent with career-long record of sales operations, business development, and customer service management success for leading organizations. Current student in Software Engineering with experience and extensive education in software design and back end testing. Seeking to utilize a broad educational background with excellent analytical technical, and programming skills as an entry-level software engineer.

Authorized to work in the US for any employer

Work Experience

Sales Consultant

AT&T - Southbury, CT

January 2022 to Present

- Thrived in a competitive sales environment, met, and exceeded sales goals consistently.
- Interfaced with customers to gain insight into their individual needs, recommended products that addressed their objectives, and assisted them in discovering the various functions of the product.
- Prospect on small to medium businesses buy cold calling and logging them into Salesforce.

Cell Phone Technician

Assurant - Orange, CT

October 2021 to January 2022

- Run tests to assess the mobile phones' functionality.
- Troubleshoot wiring problems, and replace damaged parts and components such as batteries and LCD screens.
- Monitor and manage inventory levels to ensure availability of products.
- Perform various inventory tasks such as counting and monitoring inventory levels.

Assistant Service Manager

Toyota - Milford, CT

October 2020 to September 2021

- Review automotive problems and services; checking vehicle maintenance records; examining service schedules.
- Verified warranty and service by checking contract coverage.
- Develops estimates by costing materials, supplies, and labor; calculating customer's payment, including deductibles.
- Prepares repair orders (RO), describing car symptoms, issues, or regular maintenance that's recommended per miles on CDK CRM.
- Schedule appointments for new and existing customers.
- Up sell on technicians recommendations.

Phone Technician

Asurion - Charlotte, NC

January 2020 to July 2020

- Address and resolve various issues customers are experiencing relating to phones, tablets, and other electronic equipment.
- Surpass key performance objectives, including service and repair metrics.
- Monitor and manage inventory levels to ensure availability of products.
- Perform various inventory tasks such as counting and monitoring inventory levels.

In-home Sales Expert

AT&T - Charlotte, NC

October 2016 to January 2020

- Sold AT&T Home Services, as well as additional AT&T products to ensure total home solutions in customer's residences.
- Achieve sales and service objectives.
- Assisted customers with mobile applications as needed.
- Prospected potential business opportunities and secured new avenues of revenue through Salesforce.
- Reviewed and adjusted bill credits in various situations.
- Served as the Account Manager to all new accounts that I generated.

Education

Certificate in Software Engineering

Vanderbilt University

Present

High School Diploma

Central High School - Bridgeport, CT

2004 to 2008

Skills

- Microsoft Office
- CRM
- Operating Systems
- B2B Sales
- HTML
- CSS
- JavaScript
- Node.js
- MongoDB
- jQuery
- GitHub
- GitBash

- MySQL
- React

Links

<https://github.com/mets0811>