

Sierra Portlock

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Suffolk, VA 23435

(770) 906-4909

OBJECTIVE

Motivated Retail Associate Manager with 8+ years of CRM, talent development, and conflict resolution experience seeking to use skills acquired as a marketing student and sales manager to help the team succeed.

EDUCATION

Google Academy

Google Analytics Individual Qualification

Feb. 2020

Clayton State University

Bachelor of Business Administration in Marketing

Morrow, GA

Dec. 2019

SKILLS

- | | | |
|-------------------------|--------------------------|----------------|
| ❖ Trust & Team Building | ❖ Consumer-centric | ❖ Organization |
| ❖ Conflict Resolution | ❖ Salesforce | ❖ Resourceful |
| ❖ Microsoft Office | ❖ Data Analysis | ❖ Analytical |
| ❖ Talent Development | ❖ Performance Management | ❖ Creative |

EXPERIENCE

T-Mobile

Retail Associate Manager

Suffolk, VA

07/2015-Current

- ❖ Trains sales associates and mobile experts
- ❖ Uses reports and other resources to explain and correct inventory discrepancies
- ❖ Assists team members with closing sales and resolving issues, and trouble shooting
- ❖ Consistently meets weekly and monthly sales quotas
- ❖ Used coaching, meetings, and skills practices to ensure other's success
- ❖ Generate new business leads through prospecting and cold calls
- ❖ Uses consumer logic to convince, persuade, & negotiate with customers & team members
- ❖ Creates, modifies and implements development plans for team members

Spark Wireless, T-Mobile Premium Retailer

Retail Store Manager

Atlanta, GA

06/2011-06/2015

- ❖ Trained new hires: sales associates, operations associates, & store managers
- ❖ Recruited, interviewed, and hired talent for different retail positions
- ❖ Analyzed and organized weekly sales reports to track performance
- ❖ Used coaching, meetings, and skills practices to ensure performance success
- ❖ Troubleshooted system and devices to better consumers' experience
- ❖ Organized merchandising to promote visually appealing environment
- ❖ Completed weekly and monthly inventory counts to maintain a low shrink
- ❖ Acted as floor coach to ensure customers received a high-quality experience & associates were able to maximize sales