**Sierra Portlock**

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| [Portlock.sierra@gmail.com](mailto:Portlock.sierra@gmail.com) | Suffolk, VA 23435 |
| www.linkedin.com/in/sierra-portlock | (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** Morrow, GA

Bachelor of Business Administration in Marketing 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** Suffolk, VA

Retail Associate Manager 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 A**tlanta, GA

Retail Store Manager 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