

## SUMMARY:

Results-driven bilingual professional with 8+ years experience in generating sales as an accomplished business owner in the wireless industry. A personable individual especially skilled at building and maintaining productive working relationships with clients and partners. Recognized for exceptional understanding of the Hispanic community's demand in telecommunications.

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## OBJECTIVE:

To obtain a position as Carrier Operations Manager where lasting partner relationships are required.

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## KEY ACCOMPLISHMENTS

- Developed Telecomm Dealership Business from one small kiosk into a chain of four complete retail stores
  - Created and implemented a Sub-dealer distribution and support system which grew from 1 agent to 20+ in a period of 2 years
  - Recipient of "Brightpoint Net Achievement Activations Awards" for Q1, Q2, Q3, Q4 of 2007
  - Recognized as Most Successful Sprint Hispanic Dealer in the Atlanta market
  - Designed and implemented "Smartphones 4 Agents" program for the purpose of reaching Real Estate Agents and providing specific wireless solutions in their industry
  - Established an 800 Customer Service number for client problem resolution
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## EMPLOYMENT

### **"Name" Enterprises, LLC**

*President/CEO*

**April 2004 – October 2008**

*Lawrenceville, GA*

- Managed relationships with multiple wireless carriers and partners with emphasis in strategic and business planning
- Coordinated and established the development of policies, procedures and standards consistent with providing optimum service
- Hired, trained, and supervised the work performance of 10 employees
- Administered the accounting and finances of the company, including carrier commission reconciliation, end of day cash-out reports, employee payroll and vendor payments
- Responsible for purchase of inventory in alignment with sales forecast
- Managed and oversaw the sales of my team as well as sub-dealer accounts by analyzing sales reports and conducting ongoing trainings on effective sales techniques

### **Small Business**

*Owner/Founder*

**May 2002 – April 2004**

*Smyrna, GA*

- Founded business in response to a need in wireless communications in the Hispanic market
- Established business relationships with various carriers who were represented
- Developed processes for inventory management and selling of handsets and accessories
- Responsible for sales, product and policies training

### **"Name" Communications**

*Indirect Account Manager*

**August 2000 - May 2002**

*Norcross, GA*

- Recruited and trained Spanish-speaking sales representatives on wireless products and services
  - In charge of marketing efforts for products offered in different Hispanic media outlets
  - Presented and offered services to small business owners in Metro-Atlanta area
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## EDUCATION

Bachillerato Academico, Seminario de Cristo Sacerdote

*Palмира, Colombia*