

Noah Sanchez

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SUMMARY

Retail sales leader with five years of **customer service** and sales experience, including more than two years guiding wireless store teams in goal and incentive based environments. Leads daily execution through coaching, staffing support, **customer retention**, upgrades, product recommendations, inventory control, and **policy compliance**. Builds capable associates through recruiting support, onboarding, product education, observation, and practical feedback. Handles billing, device, and service escalations with calm listening and account review, helping customers reach suitable resolutions. Uses computer applications, mobile devices, point of sale systems, inventory tools, and video platforms comfortably during sales, training, demonstrations, and customer education. Holds a Bachelor of Science in Business Administration and Certified Professional Sales Person credentials. Brings clear communication, organized execution, flexible scheduling, and sound judgment to active **telecommunications retail** operations.

EXPERIENCE

Assistant Store Manager, Wireless Retail

June 2024 - Present

Coastal Wireless Solutions

Raleigh, NC

Leads daily wireless store execution for a retail team, supporting **sales goals**, **customer retention**, staff development, inventory accuracy, policy compliance, and service recovery. Coordinates floor priorities, staffing coverage, training support, operational controls, and customer ready presentation during changing business conditions.

- Guided sales floor priorities around services, **upgrades**, accessories, retention, and customer focused conversations.
- Coached associates through account discovery and device comparisons using mobile technology and sales applications.
- Resolved billing, device, and service escalations through structured listening and account review.
- Supported recruiting, onboarding, **scheduling**, and targeted feedback for stronger product knowledge and service consistency.
- Completed inventory counts, receiving checks, and audit preparation for devices and accessories.
- Reprioritized coverage and operational tasks during promotions, **staffing** changes, and high traffic periods.

Senior Retail Sales Consultant, Wireless Services

August 2022 - May 2024

Triangle Mobile & Internet

Cary, NC

Managed wireless and connectivity sales conversations while serving as an informal floor lead during coverage gaps. Supported **customer retention**, account accuracy, inventory controls, associate coaching, and store execution through clear recommendations and practical service follow up.

- Assessed household needs and presented device, mobile, internet, and accessory options clearly.
- Directed customer queues and supported associate questions during manager coverage gaps.
- Built repeat relationships through accurate account reviews, upgrade recommendations, and service follow up.
- Used point of sale, customer account, inventory, and mobile demonstration tools during transactions.
- Supported cycle counts and merchandise controls for high value devices before reporting deadlines.
- Coached newer consultants on product comparisons, objection handling, retention, and professional communication.

Retail Sales Associate, Consumer Electronics

September 2021 - July 2022

Oak City Electronics

Raleigh, NC

Delivered consumer technology sales and service support in a busy electronics store. Demonstrated smartphones, connected devices, and video enabled products while balancing transactions, inventory activities, organized displays, **policy compliance**, and changing promotional priorities.

- Translated product features into practical recommendations for varied customer needs.
- Demonstrated smartphones, connected devices, and video enabled consumer technology during consultations.
- Processed purchases, returns, and exchanges through retail software and cash handling procedures.
- De escalated routine service concerns by clarifying policies and identifying workable options.
- Supported inventory receiving, shelf counts, and product **organization** for accurate availability information.
- Adapted to promotions, product releases, and shifting floor assignments while serving multiple customers.

PROJECTS

Wireless Store Retention Initiative 📅 2024

Improved customer conversations around account needs, upgrades, and service concerns through practical coaching, product comparisons, and follow up habits that supported lasting relationships.

Retail Inventory Accuracy Program 📅 2023

Supported cycle counts, receiving checks, merchandise controls, and discrepancy review for high value devices and accessories in active telecommunications stores.

LEADERSHIP & AWARDS

- Recognized by store leadership for dependable sales floor guidance during manager coverage gaps.
- Earned Certified Professional Sales Person credential in 2023 through focused sales training.
- Trusted by peers for practical coaching on product comparisons, retention, and service recovery.

EDUCATION

Bachelor of Science in Business Administration

2021

University of North Carolina at Greensboro GPA: 0

Greensboro, NC

Coursework: Retail management, sales management, business communication, operations management

CERTIFICATIONS

- Certified Professional Sales Person 📅 2023
- Sales Training Certification 📅 2023

TECHNICAL SKILLS

- **Retail Systems:** Point of sale systems, retail software, transaction processing
- **Wireless Technology:** Mobile devices, smartphones, connected devices
- **Customer Accounts:** Account reviews, billing support, upgrade processing
- **Inventory Systems:** Inventory control, cycle counts, receiving checks
- **Sales Applications:** Sales applications, customer records, product catalogs
- **Communication Tools:** Phone communication, written communication, video platforms
- **Store Operations:** Staffing, scheduling, task prioritization
- **Loss Prevention:** Merchandise controls, audit preparation, cash handling
- **Customer Service:** Service recovery, customer escalations, retention support
- **Sales Methods:** Product comparisons, objection handling, account discovery

SKILLS

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|---------------------------|----------------------|------------------------|--------------------|
| • Retail Sales Leadership | • Customer Retention | • Training | • Mobile Devices |
| • Telecommunications | • Sales Coaching | • Scheduling | • Loss Prevention |
| • Wireless | • Team Development | • Inventory Control | • Store Operations |
| • Customer Service | • Recruiting Support | • Customer Escalations | |

PROFESSIONAL AFFILIATIONS

- Wireless retail teams, supporting customer education, device recommendations, and service retention.
- Retail sales and customer service communities, sharing practical coaching and product knowledge.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST