

Noah Sanchez

Assistant Store Manager, Telecommunications Retail

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STRENGTHS

- 🗣️ **Customer Recovery**
Billing and device concerns became calmer conversations through careful listening, account review, and practical resolution choices.
- 👥 **Sales Coaching**
Associates gained confidence through live observation and useful feedback after customer conversations, especially during busy shifts.
- 📋 **Store Execution**
Shift priorities stayed visible during promotions and staffing changes, keeping customer service moving without losing operational focus.
- 📦 **Inventory Control**
Cycle counts and receiving checks helped protect high value devices, with discrepancies reviewed before reporting deadlines.
- ♥️ **Customer Retention**
Repeat relationships grew from accurate account reviews and suitable upgrades rather than one time transactional selling.

SKILLS

Retail Sales Leadership

Telecommunications Wireless

Customer Service

Customer Retention

Sales Coaching

Team Development

Recruiting Support Training

Scheduling Inventory Control

Customer Escalations

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

Coastal Wireless Solutions 📅 June 2024 - Present 📍 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

Triangle Mobile & Internet 📅 August 2022 - May 2024 📍 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

Oak City Electronics 📅 September 2021 - July 2022 📍 Raleigh, NC

Mobile Devices Loss Prevention
Store Operations

LANGUAGES

English Native
Spanish Intermediate

MY CAREER



- Assistant Store Manager, Wireless Retail at Coastal Wireless Solutions (2.3 Years)
- Senior Retail Sales Consultant, Wireless Services at Triangle Mobile & Internet (1.8 Years)
- Retail Sales Associate, Consumer Electronics at Oak City Electronics (10 Months)

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

University of North Carolina at Greensboro 🎓 GPA: 0 📅 2021 📍 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

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.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST