

Adley Rivas

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SUMMARY

Wireless retail sales professional with three years of experience helping customers choose smartphones, accessories, wireless services, and promotions in busy store settings. Explains product features, everyday use, care, and service options in clear language that supports confident purchasing decisions. Handles sales documentation, payment processing, returns, exchanges, **sales records**, inventory activity, **merchandise displays**, and **loss prevention** procedures with consistent accuracy. Uses needs based conversations, **basic math**, report reading, and task prioritization to support store goals while maintaining a welcoming customer experience. Comfortable balancing customer questions, transactions, merchandising, and operational follow through during changing store conditions. Works well with sales teammates, follows established policies, and accepts additional store responsibilities when needed. Brings dependable communication and practical retail judgment that can support smooth operations and positive customer relationships.

EXPERIENCE

Wireless Sales Consultant May 2025 to Present
Gulf Coast Wireless Market *Tallahassee, FL*

Supports **wireless retail** sales and daily store operations across smartphones, accessories, service options, promotions, transactions, returns, inventory records, displays, and loss prevention. Guides customer decisions, protects transaction accuracy, and helps maintain a customer ready store while adapting priorities during busy periods.

- Guide smartphone purchases through usage questions, clear options, and current promotions for practical recommendations.
- Support store **sales goals** through needs based conversations and accurate explanations of product and service terms.
- Prepare **sales contracts** and process **customer payments** through retail systems with complete transaction records.
- Resolve returns by reviewing purchase details, applying **store policies**, and escalating exceptions for approval.
- Maintain current knowledge of devices, accessories, wireless services, promotions, utilization, and product care.
- Organize merchandise displays, monitor placement, and follow **inventory control** and loss prevention procedures.

Retail Sales Associate October 2023 to April 2025
Capital City Mobile & Electronics *Tallahassee, FL*

Supported customers and store teammates across mobile devices, personal electronics, accessories, point of sale transactions, exchanges, returns, merchandising, inventory activity, and daily selling area readiness. Balanced service quality with accurate records, basic math, report information, and timely operational follow through during busy retail periods.

- Compared mobile devices and **accessories** against customer needs, helping shoppers select suitable merchandise.
- Processed purchases, payments, exchanges, and **returns** through **point of sale** workflows with accurate records.
- Explained device setup, **basic utilization**, accessory compatibility, and **product care** in customer friendly language.
- Updated merchandise displays around **promotions** and product changes, keeping pricing information easy to find.
- Recorded sales and inventory activity, then flagged discrepancies for review and loss prevention follow up.
- Balanced customer queues, merchandising, and transaction follow up during busy store periods.

PROJECTS

Wireless Product Display Refresh 📅 2025

Reorganized smartphone and accessory presentation around current promotions, clearer product groupings, and customer friendly information. Improved store readiness through consistent placement and display checks.

Retail Transaction Accuracy Review 📅 2024

Reviewed payment, return, exchange, and sales record workflows during routine retail operations. Supported cleaner documentation through verification steps, policy checks, and timely discrepancy reporting.

LEADERSHIP & AWARDS

- Recognized by store leadership for dependable customer service during busy wireless sales periods.
- Selected by peers as a reliable resource for product comparisons, returns, and transaction questions.
- Received positive customer feedback for clear explanations of device use, promotions, and product care.

EDUCATION

Associate of Arts 2023
Tallahassee State College GPA: 3.5 *Tallahassee, FL*

Coursework: Communication, basic mathematics, business concepts, computer applications

CERTIFICATIONS

- Retail Customer Service Training 📅 2024
- Point of Sale Operations Training 📅 2023

TECHNICAL SKILLS

- **Wireless Products:** Smartphones, accessories, wireless services
- **Retail Sales:** Needs based selling, sales goals, offer presentation
- **Customer Service:** Customer questions, product advice, concern resolution
- **Point of Sale:** Payment processing, sales contracts, transaction records
- **Returns Processing:** Returns, exchanges, purchase review
- **Inventory Control:** Inventory records, stock review, discrepancy reporting
- **Merchandising:** Product displays, product organization, store presentation
- **Loss Prevention:** Store policies, inventory standards, transaction awareness
- **Retail Reporting:** Sales records, transaction records, report reading
- **Product Education:** Product use, product care, accessory compatibility
- **Sales Operations:** Promotions, sales support, store operations
- **Numerical Skills:** Basic math, payment verification, record accuracy

SKILLS

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|-------------------------------|-----------------------|----------------------|-----------------|
| • Wireless Retail Sales | • Promotions | • Payment Processing | • Sales Records |
| • Telecommunications Products | • Needs Based Selling | • Returns | • Merchandising |
| • Customer Service | • Sales Support | • Inventory Control | • Basic Math |
| • Product Knowledge | • Sales Contracts | • Loss Prevention | |

PROFESSIONAL AFFILIATIONS

- Wireless retail sales teams, participating in shared product knowledge and customer service practices.
- Local consumer electronics community, staying informed about practical device and accessory use.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST