

# Alexiz Escobar

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Summary: Experienced store manager with a proven sales record to improve efficiency and customer service.

## **Professional Experience:**

### **AT&T Prime Communications – Store Manager                      December 2020 – Present**

- Assist team in sales, build value with customers to further increase relationship with customers
- Trained & role-played with team members closing techniques to maximize productivity
- Introduced closing techniques with team to motivate and build rapport.
- Guided teammates and assigned individual goals leading to monthly quotas being met on time
- Monitored store operational alerts, shrinkages, returns, time edits, and trainings
- Increased productivity, efficiency, and overall store quality metrics by 50%
- Significantly increased sales revenue from 150+ to 200+ increasing store sales volume, promoting store to higher tier

### **AT&T Prime Communications – Business Account Manager                      March 2017 – 2020**

- Cold calling new & existing customers, set appointments, followed up to execute sales, B2B, B2C
- Increased business sales by following up with leads & building relationships with small business accounts
- Prospecting clients through Salesforce, phone, e-mail, and text
- Explained current sales and promotional offers, policies, safety, and security guidelines
- Resolved customer concerns, complaints, and escalations

## **Achievements:**

Acknowledged by AT&T for consistently achieving quality performance month over month in market and district

## **Languages:**

English, Spanish, Fluent in reading & writing

## **Skills:**

Microsoft Office, Google Suite, Salesforce, Opus POS, Leadership & Management Training

## **Education:**

Business Administration, Associates  
Information Technology

Fullerton College

Fall 2020