

Aldrin Fonseca

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Skilled team player with strong background in competitive environments. Works well independently and as a team to handle assignments and always ready to go beyond basic assignments. Quick learner in all types of required activity.

EXPERIENCE

AVA Solutions, (Remote) - Sales Director/Closer - Outbound/Inbound

December 2022 - Current

- Acted as the first point of contact and set appointments for prospective clients.
- Managed internal staff with clerical and administrative needs to maximize efficiency and team productivity.
- Promoted increased sales through outgoing calls demonstrating excellent product knowledge.
- Scheduled and confirmed appointments and meetings to close deals.
- Received in-bound calls and initiated out-bound daily calls to introduce customers to products and services offered.
- Developed favorable customer service relationships and built new, robust customer bases.

Shoe Palace, Gilroy, CA — Sales Associate/Team Lead

March 2021 - July 2022

- Hit 750k+ closed in lifetime sales.
- Top KPI Performance in the district.
- Reported sales data to upper management for review.
- Led sales team to exceed quarterly/weekly sales goals.
- Expanded sales revenues by identifying opportunities and executing customized marketing plans.
- Monitored sales team performance and provided constructive feedback.
- Identified and acted on growth opportunities and development options for business.
- Helped customers locate products and checked the store system for merchandise at other sites.
- Engage with customers to build rapport and loyalty.
- Implemented up-selling strategies such as recommending accessories and complementary purchases to boost revenue.
- Educated associates on market trends and stayed up-to-date on forecasts.
- Trained and developed new hires in company processes, product knowledge, customer service and selling techniques.

City of Gilroy Recreation, Gilroy, CA — Assistant Coach

Mar 2017 - Jun 2019

- Observed performance of individual team members and team, and instituted improvements to meet challenging benchmarks.

SKILLS

- Creative thinking
- Problem solving
- Competitiveness
- Competitive intelligence
- Proven leader
- Relentless
- Task prioritization
- IT Management
- IT Infrastructure

LANGUAGES

Fluent in both English and Spanish

- Inventoried equipment and kept adequate gear and equipment available for practices and events.
- Performed clerical and managerial functions in support of head coaches' plans.
- Assisted head coach in planning and training sessions and held practice matches.
- Coached the team in strategies for winning game competitions, building team and strengthening players by directing effective practice sessions during the playing season.
- Developed strategies for games based on analyses of opposing team tactics and previous matches.

EDUCATION

San Jose State University, San Jose, CA - Management Information Systems B. S. (Current)

CompTIA ITF+ (Ongoing)

Gilroy High School, Gilroy, CA — *High School Diploma*

Jun 2022

- Honor Student 5 semesters.
- Aced AP Spanish Language Exam
- AP English Language
- AP US History
- All Honors Classes
- Dual Language and Immersion Certificate
- 3 Sport Student Scholar Athlete
- Principal's List Award
- 3.8 Current GPA
- 4.0 GPA Middle School
- Volunteer, City of Gilroy Recreation.