



BRANDON ORTIZ

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PROFILE

Motivated sales professional with six years of experience driving mobile technology adoption through superior customer service and technical knowledge. Skilled at identifying customer needs, promoting product solutions, and achieving sales targets. Dedicated to enhancing customer satisfaction and ensuring a seamless buying experience.

KEY SKILLS

- Client engagement
- Cross-selling and upselling
- Inventory management
- Sales closing techniques
- Technical troubleshooting

PROFESSIONAL EXPERIENCE

Cell Phone Sales Representative

TechZone Wireless, Los Angeles, CA | March 2020 - Present

- Increase average transaction value by 20% through effective cross-selling and upselling of mobile devices and accessories
- Trained and mentored 10+ new hires, improving team sales performance by 30%
- Maintain a 95% customer satisfaction rating by delivering personalized consultations and resolving technical issues promptly

Sales Associate

GadgetHub Mobile, Pasadena, CA | September 2018 - February 2020

- Exceeded monthly sales goals by 15% through targeted promotional campaigns
- Spearheaded in-store events to showcase new products, increasing foot traffic by 30%
- Managed inventory and implemented organizational systems, reducing stock discrepancies by 25%

EDUCATION

Bachelor of Arts (B.A.) in Communication

California State University, | May 2018