

Justin Smith

Englewood, CO
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WORK EXPERIENCE

Sales Representative/Account Manager

Verizon Wireless - Englewood, CO - December 2014 to Present

Responsibilities

Deliver the ultimate Verizon Wireless customer experience in our retail stores

Create a welcoming and exciting store environment

Introduce customers to the store, direct customer traffic and promote store exploration

Ensure customers needs are met in a timely manner

Quickly and completely resolve customer issues

Deliver the ultimate one-on-one coaching experience to customers as you demonstrate product and accessory functionality

Facilitate wireless workshops where you will work with groups of customers to demonstrate and educate them on a variety of technology solutions, including the latest and greatest smartphones, tablets and smart accessories

Sell solutions and process customer transactions

Contribute to the overall health and performance of your retail store by supporting daily business operations, including selling technology solutions, stocking inventory, and processing customer transactions when needed

Ensure that all interactive displays are operational

Accomplishments

Able to increase NPS (Net Promoter Score) in short time

Met and/or exceeded sales quota

Skills Used

Multiple computer based systems utilized

Creative problem solving

10+ years of exceptional customer service skills utilized

Technical Support/Customer Service

Verizon Wireless - Huntsville, AL - July 2009 to December 2014

Responsibilities

Utilize impressive multi-tasking and tech-savvy skills to resolve challenging customer issues including device-related troubleshooting, billing, service inquiries and more

Answering a high volume of customer calls, you'll deliver innovative, individualized solutions, satisfying the ever-changing needs of our diverse customer base.

Use innate ability to form a trusted bond, listen attentively and respond to their inquiries will make you the critical touch point between Verizon and our valued customers.

Accomplishments

Received MVP for 3rd quarter 2014 (top 10% out of 600+ people)

Received over 50+ awards for exceeding call metrics

Maintained leading customer satisfaction results

Skills Used

Utilized multiple computer and billing programs

Vast knowledge of inter office phone systems

Microsoft Office proficient

Pharmacy Tech

Rite Aid - Huntsville, AL - February 2006 to November 2008

Responsibilities

Helped health care providers and patients by greeting them in person and by phone; answering questions and requests; referring inquiries to the pharmacist.

Maintained pharmacy inventory by checking pharmaceutical stock to determine inventory level; anticipating needed medications and supplies; placing and expediting orders; verifying receipt; removing outdated drugs.

Maintained a safe and clean pharmacy by complying with procedures, rules, and regulations.

Protected patients and employees by adhering to infection-control policies and protocols.

Organized medications for pharmacist to dispense by reading medication orders and prescriptions; preparing labels; calculating quantities; assembling intravenous solutions and other pharmaceutical therapies.

Maintained records by recording and filing physicians' orders and prescriptions.

Generated revenues by calculating, recording, and issuing charges.

Ensured medication availability by delivering medications to patients and departments.

Prepared reports by collecting and summarizing information.

Contributes to team effort by accomplishing related results as needed.

Accomplishments

Was given key holder responsibilities to close down store when needed.

Traveled Southeast US to train newly hired techs for new software rollout

Skills Used

Multiple computer systems

Medical billing and terminology experience

Microsoft Office

EDUCATION

Associates Degree w/ Honors in Business Management

Strayer University - Huntsville, AL

2012 to 2014