

# MARIO PEREZ

Denver, Co | 720.690.5896 | marioperez1991@gmail.com

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## OBJECTIVE

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To join a growing organization, where I can further my skills and apply my learned experiences in a fast-paced environment with integrity, professionalism and a great team.

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## EXPERIENCE

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### Optic Nerve

Customer Service and Sunglasses Sales | Wheatridge, Co | 7/2021 - Current

- Process and enter orders from businesses and individual customers into CRM (Netsuite).
- Manage Information and Warranty issues related to the online website and business orders.
- Assist customers over email, phone and in person with various discrepancies in relation to sunglasses orders.
- Processing payments and invoice troubleshooting.
- Create new sales opportunities and approach potential customers.

### Metro by T-Mobile (SN Wireless)

Store Manager | Aurora, Co. | 9/2020 - 07/2021

- Sell and aim towards individual sales goals and team-based quotas.
- Help and train Retail sales associates with their individual goals.
- hiring, training, and everyday sales needs of a phone store.

### Good Sam

Member Services, Sales and Roadside Assistance | Englewood, Co. | 4/2020 - 9/2020

- Answer calls pertaining to current and future members for Roadside Assistance, Insurance and Travel assist services aimed at the RV and travel community.
- Meet sales quotas within my department and resolve account issues for members.
- Create sales for other departments within the call center from calls and current members.
- Assist Roadside members in navigating their current roadside issues and connect them with the appropriate departments.

### T-Mobile

Retail Sales Lead/Mobile expert | Denver, Co | 02/2016 - 12/2019

- Assist Store Manager and Assistant Manager in everyday opening and closing procedures including cash deposits and inventory.

- Sell and aim towards individual sales goals and team-based quotas.
- Help and train Retail sales associates with their individual goals.

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## **EDUCATION**

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### **CCD | Denver, Colorado**

2007 - 2009

Took courses such as English, History, Psychology, and Business. Left before completing to work full time.

### **CEC Middle College | Denver, Colorado**

2004 - 2008 High school diploma

Achieved over 300 community service hours, received presidential award for community service. Alternative high school which allowed me to take many college credits before graduating.

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## **REFERENCES**

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Dave Braden

Area Manager | Metro by T-Mobile | 720.403.5486

Richard Torres

Store Manager | Metro by T-Mobile | 720.841.6614

Ambar Rodriguez

Mobile Expert | T-Mobile | 720.231.2616

Matthew Buckley

Store Manager | T-Mobile | 720.917.0897