

# JOSHUA STOVER

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## PROFESSIONAL EXPERIENCE

### **BEST BUY, EDWARDSVILLE, ILLINOIS UNITED STATES**

Home Theater Specialist, Oct 2011 – Jul 2013

- Meeting and exceeding all assigned sales goals
- Establishing customer needs and recommending all product necessary for the solution they wish to achieve
- Processing sales transactions and store credit card payments via a Point-of-Sale terminal
- General cash handling
- Providing individualized customer service for returns, exchanges, and over-the-phone sales transactions
- Scheduling in-home installations
- Ordering product and/or transferring from another store via product management system to ensure customer satisfaction
- Coaching out company mandated as well as personally acquired sales techniques to new employees
- Inventory management
- Minor house-keeping duties

## EDUCATION

### **CIVIC MEMORIAL HIGH SCHOOL, BETHALTO , ILLINOIS UNITED STATES**

High School Diploma, May 2012

- GPA 3.6

### **SOUTHERN ILLINOIS UNIVERSITY EDWARDSVILLE, EDWARDSVILLE, ILLINOIS UNITED STATES**

B.S. Business Administration Candidate, May 2016

- GPA 3.9/4.0

## ADDITIONAL SKILLS

- Proficiency in both Mac and PC operating systems as well as Microsoft Office Suite
- Detail Oriented and skilled in time management techniques