

SUMMARY

Experienced, self-motivated, and technically inclined manager with 10 years of progressive experience in technology and retail operations with over 5 years of IT support and operations management. Excellent customer service and conflict resolution skills. Diligent in successfully improving struggling areas of business, leading 15-40 team members and management of weekly, monthly, and quarterly financials.

WORK EXPERIENCE

Best Buy**August 2013 – Present***Geek Squad Manager (11/2016 - Present)*

- Drive execution of end-to-end operations and sales strategies
- Manage escalations and implement resolution tactics
- P&L ownership by managing labor, expenses, revenue, and margin
- Execute client relationship management for retention
- Top 10 service scores in territory (~250 locations) for 4 consecutive years
- Consecutive double digit growth years in a \$50m location
- Successfully reshaped 2 service departments and trained market peers

Specialty Sales Manager (8/2019- 10/2020)

- Integrate partnerships and 3rd party programs specific to sales, training, and customer facing initiatives to ensure a seamless experience
- Facilitate training and execution of tailored complex connected solutions

Computer Supervisor (3/2016 - 11/2016)

- Analyze and evaluate business results to identify root causes in gaps
- Drive positive outcome of key business indicators
- Recognize, train, coach, and motivate employees to their fullest potential
- Connect with clients and identify their needs and solutions
- 8 mo. of consecutive double-digit revenue and Office 365 attach growth

*Computer Team Leader (5/2015 - 3/2016)**Sales Consultant – HT, APPL, PC, Connected, DI, CarFi (8/2013 - 5/2015)***Hill-Wilkinson Construction****May 2011 – May 2012***Information Systems Technician*

- Computer setup and repairs (Office 365, BlueBeam, Adobe)
- Server, software, and hardware management & troubleshooting
- IT infrastructure improvement research

Cinemark**November 2007 – May 2011***Assistant Manager*

- Manage theater operations and cash flow deposits
- Manager duties – health inspections, audits, and payroll
- Customer service and client escalation

TECHNICAL SKILLS

- Excellent Customer Service and Conflict Resolution skills
- Hardware and Software Troubleshooting
- Linux Essentials and Python Knowledge
- Team Management, Communication, and Organization
- Proficient in Microsoft Office Suite
- Networking Setup and Troubleshooting (Cisco)

CERTIFICATIONS & EDUCATION

LPI Essential & Linux+**Expected Aug '22****CCNA****Expected Aug '22****Collin College – AAS Information Systems Cybersecurity****Expected May 2023**