

ADRIAN JAGUAR

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SALES SUPERVISOR

Sales Professional with over 10 years of proven experience focusing on Team Building, Process Improvement and Customer Retention.

- Results-Oriented, “Hands On” Manager with proven success in reducing costs and increasing revenues.
 - Highly analytical, with outstanding communication skills, interacts easily with all personality types.
 - Extremely motivated and experienced problem solver with extraordinary Team Leadership capabilities.
 - Technical expertise as a Microsoft Certified Professional (MCP), Microsoft Certified Trainer (MCT) and a Microsoft Certified Systems Engineer (MCSE).
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PROFESSIONAL EXPERIENCE

INBOUND CALL CENTER SALES SUPERVISOR

2006 – PRESENT

MSOFT CABLE ✧ **SAN JOSE, CA**

The largest cable and broadband internet service provider in the nation with 8.8 million customers.

Provided Coaching and Development, supervised process improvement, tracked key metrics for over 300 employees and improved customer loyalty by increasing one call resolution for escalated issues.

- Recognized for increasing **Call Center Sales growth by 15%.**
- **Decreased assessment of SLA fines by 30%.**
- Escalated Sales Team to one of the top 3% within the organization.
- **Increased Sales Conversion Rate by 15.2%** by developing coaching sessions to help sales teams meet key metrics.
- Directed “how to” clinics titled “Gaining customer loyalty from escalation calls”.

EMBARKED ON FULL TIME JOB SEARCH

2005 - 2006

- Left Smith & Jones in 2005 to search for employment in my field of Internet Communications and Marketing.

OPERATIONS MANAGER

2004 – 2005

SMITH & JONES ✧ **SAN JOSE, CA**

The world's leading athletic retailer with over 1,900 stores in 20 countries in North America, Europe and Australia.

Recruited as the General Manager of the San Jose, California retail store.

- Improved customer service by aggressively training sales personnel in customer relations.
- **Recognized for upgrading store’s visual merchandising.**
- Supervised and communicated Profit and Loss Reports to company management.

RELOCATION FROM LOS ANGELES, CA TO SAN JOSE, CA

2004

- Relocated family to San Jose in 2004 after a large layoff at Big Company in late 2003.

INTEGRATION SUPERVISOR**1999 – 2003****COMPUTERS, INC ✧ LOS ANGELES, CA**

The third-largest computer distributor in the United States. Inacomp marketed and distributed information technology products and services through a network of more than 1,500 business locations.

Designated Technical Lead for migration of operating systems and software across platforms.

- **Implemented coaching and training** classes for Sales and Technical Support personnel.
- Supported integration of third-party peripherals to base systems.
- Prepared and presented sales and operational reports for management.

STUDENT / CONSULTANT**1997 – 1999****TRAINERS INTERNATIONAL ✧ LOS ANGELES, CA**

Trainers International operates as a provider of certified and custom training in North America, offering instructor-lead courses at advanced levels for information technology professionals.

- Provided private consulting services and returned to school with Computer Schools.
- **Earned Microsoft Certified Professional (MCP), Microsoft Certified Trainer (MCT) and Microsoft Certified Systems Engineer (MCSE) designations.**

SALES MANAGER**1993 – 1997****LOS ANGELES HERBAL CO. ✧ LOS ANGELES, CA**

A chain of 200 floor covering stores headquartered in San Diego, California.. Company was sold to Whistle Industries in 1996.

Started as an assistant, promoted to Sales Manager in 1995.

- **Exceeded Market Sales Goals by 33%.**
- Provided Coaching and Development to sales team.
- Customer Retention and Support.

EDUCATION & TRAINING

Bachelors Degree of Marketing / Business Management ✧ UCLA, Los Angeles, California ✧ 1993
✧ GPA 3.15 ✧

Microsoft Certified Professional (MCP) ✧ 1998
Microsoft Certified Trainer (MCT) ✧ 1998
Microsoft Certified Systems Engineer (MCSE) ✧ 1999