

ALAN GARCIA

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SUMMARY

Leader, seasoned sales professional & visionary technology enthusiast with more than 7 years of experience in information technology, networking, web design/development and systems and database administration, including more than 6 years of leadership roles in the retail marketing industry focused on CE with a proven track record of success in meeting and exceeding sales goals, managing retail locations and guiding an efficient sales team to producing extraordinary results.

EXPERIENCE

Vaco/Google Fiber – San Antonio, TX

October 2017 – June 2018

Consumer Sales Lead

- Oversaw and developed the execution of Google Fiber's acquisition strategy for single-family homeowners in San Antonio by supervising the daily activities and performance of local brand ambassadors, coordinating the placement and operation of remote retail locations, and conducting miscellaneous research projects.
- Coordinated the scouting of upcoming activation areas to support planning efforts, build & maintain relationships with community leaders, and ultimately drive high conversion rates that exceed predetermined goals.

ActionLink/Sony Electronics – San Antonio, TX

July 2015 – October 2017

Assisted Sales Specialist

- Delivered high standards of sales and service, supporting strategies of Sony's excellence while helping customers discover, enable and implement high-value Sony technology solutions and services across a broad range of devices that meet consumer needs.
- Collaborated with peers, store leadership, field and corporate team members in the development of award-winning methods to continue building long-term relationships with all clients.

ActionLink/Sears Holdings – San Antonio, TX

November 2013 – December 2014

Retail Sales Manager

- Oversaw and improved daily operations for the electronics department of a Sears retail store, while interpreting and reporting metrics to ActionLink.
- Drove sales by a record-breaking average of 35% above baseline (surpassing 20% above baseline goal) within the span of three fiscal quarters, by managing a team of knowledgeable individuals and strategically executing their abilities on the sales floor.

Mosaic Sales Solutions/Samsung Mobile – San Antonio, TX

March 2013 – November 2013

Lead Experience Consultant

- Managed and oversaw daily operations of a Samsung Experience Shop inside a Best Buy retail store.
- Conducted product demonstrations, field rep training, and device setup and troubleshooting while making an impact on consumer experience and exceeding sales target goals by an average of 15% above baseline.

SKILLS & TECHNICAL TOOLS

Operating System: Apple Mac OS X, Microsoft Windows, Windows Server 2003/2008, Linux (Debian, Red Hat, Fedora, CentOS, FreeBSD, SUSE), Blackberry Enterprise Server, Google Chrome OS, Apple iOS, Google Android

Software: MySQL, MSSQL, VMware, Cisco IOS, Visio, Project, Word, Excel, PowerPoint, .NET, Adobe, Notes, WordPerfect, Lotus Notes Client, VNC, cPanel, Google Apps

Hardware: Dell/IBM Servers, Apple Xserve Servers, Cisco Routers and Switches, Cisco AP's, Laptops/Desktops, Modems, Printers, Scanners, Audio and Visual

Network/Protocols: LAN/WAN, TCP/IP, WINS, DNS, DHCP, POP3, SMTP, IMAP, FTP, TFTP, Telnet, VPN, ICMP, RIP, BGP, EIGRP, OSPF, IPv4, IPv6

Programming: Java, JavaScript, XML, HTML, CSS, PHP, SQL, jQuery, Ruby on Rails, Xcode, Objective-C, Swift