



# SHELDON HORRELL

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## OBJECTIVE

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- ✓ Ambitious and Motivated Team member with excellent leadership qualities and a strong reputation for obtaining knowledge and providing results in Service, Sales and Team growth and knowledge.
- ✓ Works excellent with Management and employees proving excellent prioritization and multi-tasking skills.
- ✓ Proven ability to Lead by example, exceed sales goals, implement changes, and provide measurable results
- ✓ Service first mindset, providing the highest levels of customer service while assisting customers.

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## EXPERIENCE

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AT&T Mobility

Retail & Customer Care (Call Centers WFH) - 2019 – Present

- Retail Sales Consultant 2+ years in Virginia Beach.
- Promoted to “Manager in 60” Mi60 service for Virtual Call Centers -Mobility Sales & Service after 90 days in call center.
- Provided advanced rep support with in-depth knowledge of AT&T Wireless systems and troubleshooting tools.
- Extreme proficiency in iPhone & Android software and device troubleshooting.
- Perform various managerial duties including Sales tracking, Sales Practices, and in-Depth account review and research for customer/rep resolution.
- Advanced proficiency in Wireless services, Networking, Troubleshooting on all Apple platforms.
- Advanced proficiency in iOS, iPad OS, WatchOS, MacOS, MS office suite, Word, Excel, Outlook, and Power Point.
- Intermediate/Expert proficiency in Point-of-sale transaction systems.

RK Chevrolet –

Sales & Inventory Manager - 2014-2019

- Responsible for Sales Coaching, Training, Cold Calling, Sales, Bank, and DMV Document preparation.
- Maintained Highest Client Service Satisfaction Survey scores through General Motors.

- Inventory Manager of over 200 new vehicles on lot. Completed builds for all Chevrolets allocated for Dealer inventory.
- Conduct 1-1 meetings and regular sales training/role plays -Oversaw administrative and service staff.

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## **EDUCATION**

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High School Diploma

Champlain College Online 2020 to Present – Currently enrolled for B.S. in Cybersecurity, Scheduled graduation is 2023.

Enrolled in AT&T's Cybersecurity Badge program.

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## **AWARDS AND ACKNOWLEDGEMENTS**

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- 2019, 2020, 2021 & 2022 AT&T Service Excellence Award Winner