Julie Gallant

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CAREER OVERVIEW

## Experienced Assistant Store professional for mobility and entertainment products. Natural ability to manage operations, engage and develop employees, drive sales, and provide exceptional customer experience. Passion for leading team to achieve personal and corporate goals while maintaining customer satisfaction.

AREAS OF STRENGTH AND EXPERTISE

* Training & Development
* Sales Experience
* Customer Service
* Conflict Resolution Skills
* Accountability
* Leading and Managing teams
* Relationship Building
* Store Operations
* Analytic Thinker

AT&T

## PROFESSIONAL EXPERIENCE

Assistant Store Manager (The Colony Store Lewisville, TX and Frisco Store Frisco, TX) September 2018 – Present

AT&T

* Responsible for all aspects of the daily and monthly store operation
* Managed store inventory functions
* Meet and exceed customer experience and sales objectives for store
* Development and training team by coaching with personalized action plans to succeed
* Observations and side-by-sides to ensure sales process
* Scheduling of employees
* Maintained store appearance and compliance on planograms
* Acting Store Manager during absence for two months

Retail Sales Consultant (North Preston Store Plano, TX) October 2014 – August 2018

* + Responsible for sales, extensive customer service, opening and closing store, inventory and technical troubleshooting.
  + Understanding of customer’s needs and providing a solution to meet those needs.
  + Executed problem solving skills to determine solutions for clients in escalated situations
  + Meet and exceeded personal and corporate sales goals month over month
  + Maintained a strong knowledge of company’s products, pricing plans, promotions, and service features
  + Team Lead/Manager on Duty roles in management absence
  + Acted as Team Lead to train and develop new employees in all retail functions

# ACCOMPLISHMENTS

* + - Business Certified (2016-2018)
    - Apple Master Certified
    - NTX Asurion Protection Champion
    - Leading with Distinction

# SKILLS

Microsoft Excel, Word, PowerPoint, OPUS, Android OS, IOS, and Typing 45 wpm

## EDUCATION

University of North Texas, Denton, TX Bachelor of Applied Arts and Sciences- graduating December 2019 Collin College, Plano, TX Associates of Arts Degree