

# Logan Hall

## Mobile Store Manager

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### Mobile Store Manager skilled in sales plans, team training, and tech support

8 years of experience in wireless retail with a focus on upselling, customer education, and managing product launches. Adept at motivating teams and exceeding activation and service targets.

## KEY SKILLS

- Accessory bundling
  - Device troubleshooting
  - Product launch coordination
  - CRM platforms
  - Mobile plan comparisons
  - Sales quota management
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## PROFESSIONAL EXPERIENCE

Store Manager, Verizon Wireless, Detroit, MI

January 2020 – Present

- Surpassed monthly activation goals by 20% for 12 consecutive months
- Trained staff on the latest devices, improving customer retention by 18%
- Reduced device returns by 25% through in-store troubleshooting protocols

Sales Supervisor, AT&T, Dearborn, MI

June 2015 – December 2019

- Managed inventory for devices, accessories, and SIM cards
  - Created weekly training plans to educate the team on new service plans
  - Closed 85% of leads during holiday phone upgrade promotions
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## EDUCATION

- Bachelor of Science in Information Technology, Eastern Michigan University

May 2014