

Kymerly Klisz

Wireless Consultant

Details

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Profile

Results-driven Wireless Consultant with 1 year of experience providing exceptional customer service and technical expertise in the wireless industry. Proficient in identifying customer needs, recommending optimal solutions, and ensuring customer satisfaction. Demonstrated ability to troubleshoot and resolve issues effectively while maintaining strong relationships with clients. Eager to contribute to a dynamic team to further enhance technical skills and drive business success in the wireless market.

Employment History

Wireless Consultant at Union Wireless, WY

Feb 2023 - Present

- Successfully increased sales revenue by 25% within the first year, resulting in an additional \$500,000 in annual profits for Union Wireless, WY.
- Implemented a new customer retention strategy that reduced churn rate by 15% and increased overall customer satisfaction by 10%, directly contributing to the company's growth and market share.
- Trained and mentored a team of 10 wireless consultants, leading to a 30% improvement in their sales performance and helping the company exceed its quarterly targets consistently.

Associate Wireless Consultant at AT&T Store, WY

Jul 2022 - Jan 2023

- Increased monthly sales revenue by 25% in the first quarter of 2020 by upselling premium plans and add-on services to customers, resulting in a boost to the store's overall performance.
- Successfully onboarded and trained five new team members within six months, which led to a 15% improvement in team efficiency and a more seamless customer experience.
- Implemented a new customer follow-up strategy that resulted in a 20% increase in positive customer reviews and a 10% reduction in customer complaints during the second half of 2019.

Education

Associate of Applied Science in Telecommunications Technology at Laramie County Community College, Cheyenne, WY

Aug 2018 - May 2022

Relevant Coursework: Network Infrastructure, Wireless Communications, Fiber Optic Systems, Digital and Analog Telephony, VoIP, Internet Technologies, Network Security, and Troubleshooting.

Links

[linkedin.com/in/kymberlyklisz](https://www.linkedin.com/in/kymberlyklisz)