


Jorgina Cintas

Wireless Manager

Results-driven Wireless Manager with 2 years of experience in leading and optimizing wireless sales operations. Adept at driving revenue growth, enhancing customer satisfaction, and implementing effective sales strategies. Proven ability to build and maintain strong relationships with clients and team members while consistently meeting and exceeding performance targets. Demonstrated expertise in staff training, inventory management, and store operations. Committed to staying current with industry trends and technologies to deliver innovative solutions.

jorgina.cintas@gmail.com 

(563) 134-2120 

1234 Oak Street, Kansas City, MO 64108 

Education

**Bachelor of Science
in Telecommunications
Management at Missouri
State University,
Springfield, MO**

Sep 2017 - May 2021

Relevant Coursework: Network Design and Management, Wireless Communication Systems, Cybersecurity, Data Analytics, Telecommunication Policy and Regulation, Fiber Optic Communication, Digital Signal Processing, and Project Management.

Links

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

Skills

Wi-Fi Networking

Bluetooth Integration

LTE Deployment

G Implementation

Radio Frequency Optimization

Network Security Protocols

IoT Connectivity

Employment History

Wireless Manager at AT&T Missouri, MO

Apr 2023 - Present

- Increased annual sales revenue by 25% in 2019, resulting in a total of \$1.2 million in wireless product and service sales for the AT&T Missouri branch.
- Implemented a new employee training program in 2018, which led to a 15% increase in customer satisfaction ratings and a 10% reduction in staff turnover rates.
- Successfully negotiated contracts with three major corporate clients in 2020, adding an additional \$500,000 in annual revenue for the AT&T Missouri branch.
- Led a team of 20 sales representatives to exceed monthly sales targets by 30% in Q4 2021, securing a total of \$300,000 in new wireless subscriptions and upgrades.

Assistant Wireless Manager at T-Mobile Missouri, MO

Sep 2021 - Mar 2023

- Achieved 120% of sales targets in Q1 2021, resulting in the highest revenue growth for T-Mobile Missouri, MO within the company's Assistant Wireless Manager group.
- Implemented a new employee training program that increased team productivity by 30% and reduced employee turnover rate by 25% within six months.
- Streamlined inventory management processes, leading to a 15% reduction in excess stock and a 10% increase in overall store efficiency.
- Successfully resolved 95% of customer complaints within a 48-hour window, helping to boost overall customer satisfaction to 90% and maintain T-Mobile's reputation for excellent customer service.

Certificates

Certified Wireless Network Professional (CWNP)

Aug 2021

Certified Telecommunications Project Management (CTPM)

Feb 2020