

NICHOLAS STANCIL

Retail Sales Professional | Relationship Builder

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SUMMARY

Retail sales professional with experience across wireless telecommunications and retail operations, including leadership and customer-facing roles with T-Mobile, US Cellular, and OSL Retail Services, spanning team leadership, key holder responsibilities, consultative sales, account management, technical support, merchandising, scheduling, and operational execution in fast-paced environments. Recognized with the Apex Sales Award and Pinnacle Award for top regional sales performance and customer retention, with strengths in relationship building, conflict resolution, team development, retail operations, and iOS and Android product support, supported by a Bachelor of Computer Science from Full Sail University.



WORK EXPERIENCE

MOBILE EXPERT (KEY HOLDER)

T-MOBILE

AUG 2025 - MAY 2026

- Exceeded monthly sales and performance goals through consultative selling and strong customer relationship management.
- Supported store opening and closing procedures as a Key Holder, ensuring operational accuracy and compliance with security requirements.
- Educated customers on mobile devices, account features, protection plans, and troubleshooting for iOS and Android systems.
- Resolved customer concerns efficiently, contributing to high customer satisfaction and retention rates.
- Trained and supported new employees on sales strategies, product knowledge, and customer engagement techniques.
- Promoted accessories, upgrades, and value-added services to increase revenue and enhance the customer experience.

SALES SPECIALIST

US CELLULAR

FEB 2023 - May 2025

- Earned the **Apex Sales Award** and the prestigious **Pinnacle Award** for ranking among the top sales professionals in the ENC region based on revenue growth and customer retention. [LinkedIn Post from Leadership](#)
- Built strong customer relationships by identifying wireless, device, and service needs to improve customer satisfaction and long-term retention.
- Assisted customers with mobile troubleshooting, account management, device setup, and technical support for iOS and Android systems.
- Resolved customer concerns professionally while delivering exceptional customer service in a fast-paced retail environment.

TEAM LEAD

OSL RETAIL SERVICES

OCT 2021 - FEB 2023

- Led and motivated retail sales team members to achieve daily and monthly sales goals in a fast-paced wireless sales environment.
- Assisted customers with wireless device recommendations, service plan selection, upgrades, and technical support.
- Monitored team sales performance and delivered coaching to strengthen customer engagement and improve closing techniques.
- Supported store operations through inventory management, merchandising, staff scheduling, and cash handling.
- Coordinated day-to-day team activities to maintain sales focus and operational efficiency in a high-volume retail setting.
- Reinforced customer service standards by guiding team members on sales approaches and support practices in the wireless sales environment.



BACHELOR OF COMPUTER SCIENCE
FULL SAIL UNIVERSITY
2022 - 2025



SKILLS

TEAM DEVELOPMENT

Assisted with training, mentoring, and coaching team members to improve sales performance, product knowledge, and customer engagement skills.

TEAM LEADERSHIP

Led by example in fast-paced retail environments by supporting team performance, encouraging collaboration, and helping achieve sales goals.

ACCOUNT MANAGEMENT

Managed customer accounts by assisting with upgrades, billing inquiries, plan changes, and service solutions to ensure long-term customer satisfaction.

UPSELLING & CROSS-SELLING

Successfully identified customer needs and recommended additional products, accessories, and services to increase sales revenue and enhance customer satisfaction.

MERCHANDISING

Maintained organized and visually appealing product displays that supported promotional campaigns and improved the overall customer shopping experience.

CONFLICT RESOLUTION

Resolved customer concerns professionally and efficiently by providing effective solutions while maintaining positive customer relationships and service experiences.

RETAIL OPERATIONS

Supported daily store operations including inventory management, cash handling, merchandising, opening/closing procedures, and maintaining operational standards.

CONSULTATIVE SALES

Used a customer-focused sales approach to recommend products and services based on individual needs, increasing customer trust and sales performance.

CUSTOMER RELATIONSHIP MANAGEMENT

Developed and maintained positive customer relationships by understanding customer needs and delivering tailored wireless and technology solutions.

CUSTOMER RETENTION

Built strong customer relationships through personalized service and solution-based selling, contributing to repeat business and long-term loyalty.



AREAS OF EXPERTISE

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|------------------------------------|--------------------------------|-----------------------------|
| • Consultative Sales | • Technical Support | • Device Setup & Activation |
| • Customer Retention | • Merchandising | • Problem Solving |
| • Revenue Growth | • Conflict Resolution | • Sales Goal Achievement |
| • Wireless & Mobile Solutions | • Team Development | • Client Relations |
| • Upselling & Cross-Selling | • Relationship & Team Building | • Store Operations |
| • Customer Relationship Management | • Sales Strategy | • Communication Skills |
| • Team Leadership | • Customer Service Excellence | • Coaching & Mentorship |
| • Retail Operations | • Product Knowledge | • Mobile Technology Support |
| • Account Management | • Relationship Building | |
| • Revenue Optimization | • Inventory Management | |