

## Beau Brian Rogers

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### EDUCATION

Angelo State University, San Angelo, TX, **BBA Management**

Core Courses: Management, Business Administration, Marketing, Economics, Accounting and Finance

### EMPLOYMENT HISTORY

- 2006-Present West Central Net/Support, San Angelo, National Account Executive**, Responsible for the marketing of Internet, Data, and Technical Support Services to Internet Service Providers and Telephone Companies. Developed marketing campaigns, built and maintained the WCS website and represented WCS at industry conferences and trade shows across the country. Responsible for over \$1.6 Million in sales.
- 2001-2006 Cingular Wireless, Midland, Area Manager – Credit & Activations, Accounts Receivable, Methods and Procedures**, Responsible for the management of the C&A, AR, and M&P departments, Managed all departmental managers and their employees, Created credit and new activations policies, Forecasted non-pay disconnects and write offs and adjusted the account treatments accordingly, Created the M&P department responsible for all operations methods and procedures for 4 call centers, Departmental contact for market Vice Presidents and General Managers, Coordinated all Project Management initiatives for the 4 Call Centers
- 2000-2001 Cingular Wireless, Lubbock, Customer Service Manager**, Opened the centralized 1,400 seat Cingular call center, Developed, trained, and maintained teams of 12 – 15 Customer Service Representatives, Proactively resolved escalated situations and serious customer issues. Conducted Customer Retention and Technical Training, Increased Average Revenue Per Unit and product awareness through suggestive selling of features and packages, Worked as Customer Service Liaison for the Cingular Wireless Revenue Management Center, Chosen to head a committee of managers to research and develop new policies and procedures and present them in presentations to the Regional Vice Presidents
- 1998-1999 Coca-Cola Bottling Company, San Angelo, Merchandiser**, Monitored product turnover, Forecasted sales to determine inventory needs, Distributed product to points of purchase, Implemented and carried out sales promotions, Involved directly with product placement, Maintained an aggressive campaign to increase impulse-buying revenue through strategically placed displays
- 1994–1998 San Angelo Gymnastics Association, Boys Team Program Coach**, State and National Rated Judge, Scheduled competitions, organized training schedules, trained new coaches and worked with parents, Implemented fund-raising campaigns, Recruited prospective athletes
- 1996 Sitel Corporation, Customer Service Representative**, Worked directly with customers, utilized a variety of billing and database systems, Creatively solved problems and customer issues

## **SUMMARY OF QUALIFICATIONS**

- Ability to Multitask
- Well developed communication skills
- Excellent Time Management Skills
- Thorough knowledge of Windows and Office XP including Advanced knowledge of Excel and database development with Access
- Experience with multiple billing systems, credit systems, and reporting systems