

Julia Anna Campos

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Total 7+ years of experience in sales, customer service, team management, and event coordination. Successfully increased store sales target by 10% in 4 months as Customer Experience Manager at Tesla. Trained and supervised a team of 20 employees, resulting in 100% metric achievement within 4 months. Managed budgets & company resources of up to \$10K for events and store functionality.

EDUCATION

Bachelor's degree in Business Administration

St. Edward's University

Minor in Marketing

WORK EXPERIENCE

Tesla • Austin, Texas, United States

Nov 2018 - Oct 2023

Customer Experience Manager / Store Manager

- Lead the recruitment, training, development, and overall management of a retail store team to help Tesla accelerate the world's transition to sustainable transportation.
- Strategize, develop, and implement processes for efficient sales & delivery, resulting in 30% decrease in costs and increased profitability.
- Collaborate with cross-functional teams to address challenges and implement solutions, resulting in smooth execution and delivery.
- Drove a 20% increase in overall sales revenue over a 6-month period by redesigning in-store layouts, enhancing staff training programs, and deploying targeted marketing strategies.
- Coordinate cross-functional teams and facilitate tough discussions to ensure alignment and successful completion of critical initiatives.

Team Lead

- Lead weekly evaluations and reviews of a 20-person team, driving accountability and performance improvement.
- Develop and execute a quality assurance program, leading to a 25% increase in customer satisfaction and standard experience across the team.
- Build and implement a standardized review recap process to track employee performance, increasing accessibility to both employees and leaders.
- Create an onboarding program to welcome new members to the team and generate key reports to determine advisor productivity.
- Resolve customer escalations 20% faster, leading to improved customer satisfaction and retention.

Central Inbound & Operations Support

- Provide support for an average of 100 daily customer inquiries, resulting in strengthened customer relationships and increased sales opportunities.
- Utilize strong sales drive to navigate through multiple systems, addressing the reason for the call, and presenting value propositions that define win-win solutions for the business.
- Synchronize efforts with sales, trade-in, finance, state, and ground teams, leading to a 25% reduction in delivery lead time and enhancing overall customer experience.
- Enhance operational efficiency by 20% by optimizing processes and fostering cross-functional collaboration, leading to elevated customer experiences and successful business outcomes.

Tesla Advisor

- Coordinate and respond to 100% of reservation and new ownership inquiries from various channels, ensuring timely and accurate support, enhancing customer satisfaction and loyalty.
- Achieve top sales advisor in the region repeatedly by providing expert knowledge on Tesla's electric vehicle features, tax incentives, and energy products, coupled with exceptional customer service and follow-up strategies.

Customer Experience Specialist

- Successfully open conversations with walk-in guests, ensuring 100% felt welcomed and valued, contributing to a more inclusive and customer-centric environment.

Self-Employed • Austin, Texas Area

May 2015 - Nov 2018

Brand Ambassador • Part-time

- Perform promotional service roles such as manager, bartender, host, demonstrator, sampler, promotional model, customer service representative, spokesperson, community influencer, event staff, trade show host, in store promotional member, and street team member, for numerous events and companies.

St.Edward's University • Austin, Texas Area

Aug 2017 - May 2018

Resident Assistant

- Develop an inclusive community among 100 residents, maximizing positive resident interactions

CERTIFICATIONS

Google Project Management

Coursera

VOLUNTEERING & LEADERSHIP

American Marketing Association

VP of Membership

Tesla

Introduce a Girl to Engineering Day, Ronald McDonald House

SKILLS

Collaboration, Communication, Customer Experience, Customer Relationship Management (CRM), Customer Satisfaction, Customer Satisfaction (CSAT), Customer Service, Customer Support, Editing, Leadership, Management, Marketing Strategy, Microsoft Excel, Microsoft Office, Microsoft PowerPoint, Microsoft Word, People Management, Problem Solving, Program Management, Quick Learner, Retail Sales, Sales Management, Store Management, Strategic Planning, Strategy, Team Building, Teamwork, Time Management, Training