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Professional Summary

Results-driven outside sales professional with 10+ years of experience driving revenue growth through consultative selling, prospecting, and relationship management. Proven ability to develop new business, manage pipelines, and close deals in competitive markets. Skilled at identifying client needs, presenting tailored solutions, and building long-term partnerships that generate repeat business and territory expansion.

Highlights and Qualifications

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|--------------------------------------|------------------------------------|---------------------------------------|
| ✓ New Customer Acquisition | ✓ Negotiation & Closing | ✓ Customer Retention & Loyalty |
| ✓ Consultative Solution Selling | ✓ Customer Relationship Management | ✓ Cross-Functional Collaboration |
| ✓ Prospecting & Lead Generation | ✓ Revenue Growth Strategies | ✓ Communication & Presentation Skills |
| ✓ Sales Funnel & Pipeline Management | ✓ Sales Forecasting & Reporting | ✓ Performance Coaching |

Professional Experience

Sales Experience

- Driven to coach, influence, and motivate peers and clients—translating complex product information into clear, value-based solutions that support purchasing decisions.
- Accelerated onboarding and development of team members by training on customer engagement, sales techniques, and solution-based selling in fast-paced environments.
- Consistently model a professional, customer-first approach that builds trust, strengthens relationships, and enhances long-term client loyalty.
- Foster high-performance environments focused on results, accountability, and achieving sales targets through proactive engagement and follow-through.
- Continuously seek growth by stepping outside comfort zones—embracing new markets, products, and challenges to expand territory impact and sales performance.
- Demonstrate strong self-management and accountability by independently prioritizing activities, managing pipeline efforts, and maximizing productivity in dynamic environments.
- Lead and facilitate training sessions to strengthen sales skills, product knowledge, and customer engagement strategies across teams.
- Leverage multiple systems and data sources to research customer needs, identify opportunities, and support effective sales presentations and follow-up.
- Adapt quickly to new industries, products, and sales processes—enabling rapid contribution and success in evolving markets.
- Identify customer needs, address objections, and deliver tailored solutions that resolve concerns and drive purchasing decisions.

Military Experience

I served honorably in the US Army, I gained invaluable experience in leadership, problem-solving, and operational efficiency. I was entrusted with responsibilities that sharpened my ability to perform under pressure, ensuring mission success. My role required teamwork and a focus on detail, and I am proud to have received recognition for my dedication and contribution. This experience shaped me into a disciplined, results-driven professional, eager to apply my skills in the civilian workforce.

Awards

Bachelors of Science With Distinction (Cum Laude)	Apple Most inspired award	National Defense ribbon
DeVry University Deans list Fall 2013 & Fall 2014	Army Commendation medal	Army Service Ribbon
Apple Superior Sales Award	Army Achievement Medal (2nd)	Army good conduct Medal
5 Year Apple Certificate signed by Steve Jobs	Apple 10 year Award superior	

Employment History

Dates	Position	Company	Location
November 2024 - Present	Claims Specialist - Fire Property Stewardship	State Farm	Tempe, AZ
<p>Responsibilities Manage complex, high-volume property claims involving fire, water, and catastrophe-related losses while ensuring accuracy, regulatory compliance, and timely resolution. Collaborate with legal teams, field adjusters, and analytics partners to investigate claims, validate coverage, and improve case cycle time. Utilize data insights to identify claim trends and recommend workflow improvements that enhance service efficiency. Maintain strong relationships with customers and stakeholders through transparent communication and consistent follow-up.</p> <p>Successes Expanded expertise beyond wind claims by successfully onboarding into complex water-loss claims and adapting to organizational restructuring. Earned multi-state adjuster certifications across 13 states, increasing operational flexibility and coverage capabilities. Maintained exceptional service delivery during multiple catastrophe events, including California wildfires, tornado outbreaks, drought conditions, and more than 15 severe storm events, ensuring high customer satisfaction during high-stress situations.</p>			
November 2021 - November 2024	Associate Manager Customer Service & Retention	Gen Digital	Tempe, AZ
<p>Responsibilities Led a team of more than 50 customer success specialists in a high-volume sales and retention environment. Integrated enterprise strategy into day-to-day operations through coaching, quality assurance reviews, and structured performance management. Implemented automation and monitoring tools that improved operational workflows and reduced service costs. Promoted a culture focused on accountability, collaboration, and customer-first decision making.</p> <p>Successes Transformed team culture by proving that high customer satisfaction and strong sales performance can coexist, improving Net Promoter Score from 50 to 70 while simultaneously increasing sales by 40%. Led a 50-member multi-state operations team, reversing declining performance trends and increasing key performance metrics by 86% conversion through targeted coaching, mentorship, and leadership development. Successfully drove revenue growth while maintaining strong service performance across customer retention initiatives.</p>			
January 2020 - November 2021	Operations Supervisor Non-clinical	Centene	Tempe, AZ
<p>Responsibilities Supervised cross-functional clinical and non-clinical operations teams responsible for service delivery, productivity, and compliance within a fast-paced healthcare environment. Managed workforce planning, staff development, and operational reporting to ensure departmental performance goals were consistently met. Led process improvement initiatives to optimize workflow efficiency and reduce operational bottlenecks.</p> <p>Successes Improved team productivity and service delivery through targeted training programs and structured coaching initiatives. Implemented operational improvements that increased workflow efficiency and enhanced service consistency across departments.</p>			
May 2015 - January 2020	Hosting Sales Supervisor	Godaddy	Gilbert, AZ
<p>Responsibilities Managed daily operations of a high-volume hosting support team responsible for assisting customers with website hosting, domain management, and online business services. Led workforce planning, performance management, and service delivery strategies to ensure consistent customer support outcomes.</p> <p>Successes Implemented process improvement initiatives that increased productivity and reduced customer escalation rates. Developed team leadership capabilities through mentoring and coaching programs that strengthened employee performance and engagement.</p>			
April 2004–May 2015	Apple Solutions Consultant Apple Expert @ Apple retail store	Apple Inc	Bakersfield, Ca., Chandler AZ
<p>Responsibilities Provided consultative product guidance and technical expertise to customers, helping them select technology solutions that met personal and professional needs. Delivered product training and demonstrations to increase customer understanding and adoption.</p> <p>Successes Built strong customer relationships that increased repeat business and strengthened brand loyalty. Recognized for delivering exceptional customer experiences and representing the Apple brand with professionalism and product expertise.</p>			
Nov 2000 – March 2004	T-Mobile, Sprint, AT&T Authorized Retailers	Go Wireless, Sprint PCS, Paradigm Wireless	Bakersfield, Ca.
<p>Responsibilities Generated new business through walk-in traffic, outbound prospecting, and referrals, presented wireless plans and devices tailored to customer needs and managed store operations, inventory, and sales performance.</p> <p>Successes Consistently exceeded individual and store sales targets while increased customer retention through strong relationship-building and follow-up. promoted to leadership roles based on sales performance and customer satisfaction</p>			

Education		GPA	Graduation Date
DeVry University	Bachelors of Science in Technical Management	3.5	March 2015
Bakersfield College	Associates of Arts In Liberal Arts	3.2	December 2003