# Paul Johnston

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## PROFESSIONAL SUMMARY

Results-driven sales professional with a proven record of exceeding monthly targets at Verizon. Skilled in strategic upselling, relationship management, and consultative sales, leveraging CRM tools to track client interactions. Adept at building loyal customer relationships and delivering tailored technology solutions to drive repeat business and long-term growth.

## WORK EXPERIENCE

### Verizon Sales Consultant

**Cellular Sales | Amherst, NY** | September 2024 to October 2026

- Achieved monthly sales targets by engaging customers on the sales floor, leveraging persuasive communication skills to drive revenue.
- Increased upsell and cross-sell rates by analyzing customer needs and presenting tailored technology solutions for mobile plans and services.
- Maintained accurate customer records and tracked client interactions using internal CRM tools, improving follow-up efficiency and customer satisfaction.
- Delivered engaging product demonstrations and guided customers through new technologies and active promotions, enhancing product adoption and awareness.
- Built reliable client relationships to encourage repeat business, upgrades, and long-term loyalty, contributing to sustained sales growth.

### Bartender

**Delaware North | Hamburg, NY** | May 2024 to October 2024

- Delivered high-volume service by preparing a wide variety of drinks and serving food orders in a fast-paced casino environment, ensuring prompt and accurate order fulfillment.
- Managed inventory, restocked supplies, and handled cash and electronic transactions via POS systems, maintaining operational efficiency and minimizing shortages.
- Maintained a sanitary work environment by consistently adhering to safety standards, supporting health compliance and customer satisfaction.

### Bartender

**Seneca Allegany Resort & Casino | Salamanca, NY** | January 2023 to January 2024

- Delivered high-volume service by preparing a wide variety of drinks and serving food orders in a fast-paced casino environment, ensuring prompt and accurate order fulfillment.
- Managed inventory, restocked supplies, and handled cash and electronic transactions via POS systems, maintaining operational efficiency and minimizing shortages.
- Maintained a sanitary work environment by consistently adhering to safety standards, supporting health compliance and customer satisfaction.

### Security Officer

**Seneca Allegany Casino | Salamanca, NY** | June 2022 to January 2023

- Ensured safety and compliance by maintaining security across the gaming floor, hotel, and employee areas, adhering to NY State laws and Seneca Nation regulations.
- Provided secure escorts for high-value assets and personnel, minimizing risk and ensuring protection of property and individuals.

## EDUCATION

### Bachelor of Science in Business (Management Information Systems)

**Empire State University** | Present

### Associate's Degree

**Jamestown Community College | Jamestown, NY** | August 2022 to May 2024 (Graduated)

### High School Diploma or GED

Ellicottville, NY