

Hossein J TEHRANI

Irvine, CA

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Dedicated and customer-centric professional with a solid background in leading sales teams and delivering exceptional service experiences. Proven success in driving sales performance and fostering client relationships across various sectors, including esteemed clients such as AT&T. Collaborated in crafting and refining investment strategies, analyzing market trends to optimize returns. Monitored real estate portfolio performance, maximizing profitability and mitigating risks. Fostered strategic partnerships to access capital and opportunities. Committed to providing unparalleled assistance to customers while leveraging my sales acumen to enhance customer satisfaction and contribute to the company's success.

CORE COMPETENCIES

- Risk Management
- Customer Service Excellence
- Creative Problem Solving
- Process Improvement
- Project Management
- Research and Data Analysis
- Leadership & Communication
- Documentation & Record Keeping
- Time management

PROFESSIONAL EXPERIENCE

Office Manager, *Streamline Connections Inc* – Huntington Beach

2024 – Present

- Lead and support a dynamic team of sales representatives across various specialized areas, including Residential, Warm/Cold Calls, Venues, and Block Parties, fostering a collaborative and high-performance work environment.
- Strategize and execute tailored promotional campaigns and initiatives to meet the unique needs and objectives of esteemed clients such as AT&T, aiming to enhance sales performance and cultivate enduring partnerships significantly.
- Facilitate ongoing training sessions and professional development opportunities for sales and marketing team members, equipping them with the skills, knowledge, and tools necessary to excel in their roles.
- Monitor team performance metrics, establish clear targets, and provide constructive feedback to ensure the attainment of individual and collective sales goals, maintaining a focus on continuous improvement and excellence.
- Oversee the operational efficiency of the recruitment team, ensuring the consistent acquisition of a minimum of 100 qualified candidates daily for interview consideration, with the strategic objective of onboarding a minimum of 15 new team members per week, demonstrating adeptness in talent acquisition and workforce planning.

Sales Representative, *Streamline Connections Inc* – Huntington Beach

Apr 2023 – Jan 2024

- Cultivated robust client relationships by actively listening to their needs and preferences, ensuring tailored solutions and sustained customer satisfaction.
- Achieved or surpassed sales targets through proactive prospecting, meticulous lead qualification, and effective deal closure, leveraging comprehensive product knowledge and persuasive communication abilities.
- Conducted thorough market research to identify prospective clients, analyze competitor strategies, and unearth avenues for business expansion, demonstrating keen analytical skills and strategic foresight.
- Delivered comprehensive reports on sales activities, pipeline status, and market insights, empowering sales, and marketing teams to make well-informed decisions and devise strategic plans for business growth and adaptation.

Administrative Assistant, *BooAli* – Tehran, Iran

Jun 20 - Nov 23

- Collaborate in crafting and refining the company's investment strategy, analyzing market trends to allocate capital effectively across properties and optimize returns.
- Monitor the performance of the real estate portfolio, proactively managing property values, occupancy rates, and expenses to maximize profitability and mitigate risks.
- Foster strategic partnerships with investors, lenders, and industry stakeholders to access capital and opportunities while staying informed about market dynamics and opportunities for growth.
- Assess and mitigate risks associated with real estate investments, ensuring compliance with legal and regulatory requirements to safeguard the company's assets and reputation.

Customer Service Representative, *Pelican Consulting Inc.* – Newport, CA

Jul 2018 – Apr 2019

- Efficiently managed employee timesheets, ensuring accurate submission for approval and timely processing.
- Engaged with clients to effectively resolve invoice disputes, demonstrating strong communication and problem-solving skills.
- Conducted monthly reconciliation of bank statements with accounts receivable and payable, ensuring financial accuracy and integrity.
- Scrutinized bank statements to reconcile deposits and checks, maintaining meticulous attention to detail and financial diligence.

Cashier, *Michaels Companies Inc.* – Irvine, CA

Oct 2016 – May 2017

- Assisted customers in completing purchases, locating items, and enrolling in reward programs to foster loyalty, enhance satisfaction, and boost sales figures.
- Employed counterfeit pens to verify bills and inspected coins, promptly identifying, and rejecting foreign currency.
- Operated cash register proficiently, processing cash, check, and credit card transactions accurately and efficiently.

TOOLS & TECHNOLOGY PROFICIENCY

Microsoft Office Suite, MacOS & IOS operating system, CRM

LANGUAGES

Bilingual in English and Farsi languages

Education

High school Diploma - Irvine High School - 2015