

Summary

Cell: 415-936-5069 email: masonzapora@gmail.com

Aspiring creative, graduate of May 2021 looking to gain experience in digital marketing. I love to create music, and content for visual media. My most admired trait is my positive attitude!

Highlights

- Strong customer service skills.
- Complex clerical experience
- Microsoft Office proficiency
- Cash handling experience
- Team player
- Suggestive selling experience
- Audio Editing (Pro Tools, Logic)
- Meticulous attention to detail
- Results-oriented
- Strong interpersonal skills
- Self-starter
- Resourceful
- Strong problem solver

Experience

Sr. Customer Service Representative

June 2018 to Current

Enterprise Car Rentals- San Francisco, Ca

Duties include providing excellent customer service, hospitality, typing rental agreements for customers, and assisting customers with their car. During hours of operations tasks also include checking inventory, organizing workspace, transporting customers, and performing clerical duties such as answering phones, responding to emails, responding to any questions or concerns customers may have. Responsible for opening the store, required me to manage keys, and set duties and roles for my colleagues.

Assistant Engineer Intern

January 2019 to March 2020

One Union Recording Studios- San Francisco,

Duties included assisting clients in the studio, making sure all studios were maintained. Assisting the Sr. Engineer with Foley sound effects and recording. Opinionated gestures for Creative Directors when asked on a commercial or project.

Concierge

January 2018 to 2019

Atrium Staffing- San Francisco, CA

Duties include providing exceptional customer service for tenants in San Francisco Luxury High-Rise apartments. Monitoring the cameras, managing lobby condiments such as beverages and snacks for tenants. Greeting all tenants and visitors who enters the premises. Organizing deliveries, receiving packages for and delivering outgoing mail for tenants. Managing spare keys, for dog walkers and house cleaners etc. per tenants. Creating new keys for tenants if tenants key tag was not working.

Stock merchandiser

December 2016 to January 2018

The Nordstrom Rack- San Francisco, CA

Duties include fitting rooms support, re-stocking of merchandise on sales floor, providing customers with excellent customer service and fashion help, maintaining a professional and customer friendly environment for shoppers, re-ticketing, providing support to other departments as needed, and performing closing duties such as sales floor preparation for next day business.

Education

Academy Of Art University

BFA Music Production, Sound Design(2018-Graduate 2021)

San Francisco State University

General Studies (2013-2016)

Bay Area Technology School

High School Diploma (06/19/13)