

## Edrees Tarzi

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### PROFILE

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I enjoy being around, speaking to, and meeting new people, which I feel has given me a good ability to sell in a retail setting. I have no problems trying new things, allowing me to succeed in a constantly changing environment. I enjoy having discussions and consider my communication skills to be one of my biggest strengths.

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### EDUCATION

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**Diablo Valley College**, Pleasant Hill, CA  
Associates of Arts: Computer Science

**Expected Graduation Date: May, 2020**

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### WORK EXPERIENCE

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#### **Manager/Customer Service**

**January 2015 - Present**

*Mist Hookah Lounge, Concord, CA*

- Fulfill classic management roles and duties
- Provided excellent customer service to our clients and vendors
- Place product orders, compare and negotiate products to ensure great product quality and service
- Continuously train new and current employees on protocols and excellent customer service skills
- Handle the cash register
- Responsible for opening & closing the lounge

#### **Teller/Customer Service Representative**

**August 2016 - October 2017**

*Bank of America, Walnut Creek, CA*

- Received deposits and loan payments
  - Cashed checks, issued savings withdrawals
  - Recorded night and mail deposits
  - Sold cashier's checks
  - Provided excellent services to customers
  - Calculated balances and estimates for loans/payments
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### SKILLS

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- Language: Fluent in English, Farsi, and Dari
- Good understanding of technology
- Extensive overall computer literacy
- Management experience
- Customer service