

Piom Ghaffari

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WORK EXPERIENCE

Wanaaha Casino

Jan 2021 – Present

I.T. Technician

Bishop, CA

- Responsible for the installation and maintenance of the software, hardware and related peripherals while ensuring optimal system performance.
- Provide hardware and software support for users according to established policies and procedures in a timely, professional and accurate manner.
- Maintain confidentiality of all privileged information.
- Provide support for casino systems, including but not limited to workstations and printers.
- Answering calls from end users and resolving problems involving data processing systems and hardware or software.
- Install, test and modify new off the shelf PC applications, and provides technical support for PC users.

Mammoth Mountain Ski Area

June 2019 – Sept 2020

Human Resources Specialist

Mammoth Lakes, CA

- Supported managing Kronos, and helped move the system towards a completely paperless process for the upcoming 2019-2020 winter season.
- Successfully built HR Actions, workflows, and custom forms to improve the efficiency of the system.
- Worked with SLT, Department Heads, and managers to send out new hire and rehire offer letters in a timely manner.
- Communicated with payroll and managers about terminations ensuring a punctual and very detail oriented process to get employees paid with no additional penalties falling on the company.
- Handled Payroll and managed the HRIS for The Westin Monache and have extensive knowledge in Ultipro.
- Tasked to produce training videos and successfully created one for Microsoft Teams and remote work that was rolled out company wide.

The Village Lodge

November 2018 – April 2019

Front Desk Agent

Mammoth Lakes, CA

- Greet guests with a warm welcome as they arrive at the hotel and check them in and provide all the pertinent information and directions involving their stay. Offering bell service if required.
 - o Had a total of 10 Trip Advisor 5 star reviews which mentioned my name resulting in being awarded \$190 Mammoth bucks from the hotel and \$150 in gift cards from the Human Resource team.
- Assign and move rooms around if requested to ensure groups that are arriving are placed as close as possible.
- Assist and ensure all guests' needs were being met, consistently helped out the housekeeping and bell staff when they were short staffed to keep business moving as usual.

Expeal

August 2017 – November 2018

Sales Manager

Marco Island, FL

- Responsible for motivating and advising reps to improve their performance, as well as hiring and training new sales representatives.
- Achieved objectives through effective planning, setting sales goals, analyzing data on past performance, and projecting future performance.
- Ensure that the sales department works cross functionally with executives from other departments. Collaborated with marketing to generate new lead sources and expand the target customer base.
- Consulted with the product and research team to make sure customer needs are met.

Xfinity

Communication Technician

December 2015 – July 2017

Avon, CO

- Excelled in custom-facing duties during visits to clients that had scheduled installation or troubleshooting appointments by maintaining a professional and pleasant demeanor.
- Determine the optimal and most efficient route for the day's schedule while margining equipment inventory for the day's appointments and any unscheduled calls or failures. Responsible for the safe driving and maintenance of a corporate-issued work truck.
- Operated mobile test equipment in order to detect faulty equipment and perform the necessary repairs.
- Responsible for the safe driving and maintenance of a corporate-issued work truck.

Vail Resorts

Senior Sales Associate

May 2013 – December 2015

Vail, CO

- Developed an individual sales plan and strategy, parts of which were adopted office-wide after achieving the top sales number multiple months in a row.
- Maintained relationships with repeat customers that were obtained by effective sales tactics and exceptional service.
- Recognized for my consistent top 5% add-on sales numbers, including transportation and ski passes.
- Was inducted in the "Top Bookers Club" which required a million dollar in sales within 12 months, I achieved it in 7.

Active Wave Inc

Technical Support Manager

May 2011 – April 2013

Boca Raton, FL

- Supervised the maintenance and security of technical services and information within the organization, as well as ensuring adequate training and abilities of IT employees.
- Delegated duties, responsible for the performance of systems and employees.
- Coordinated IT projects, implementing new software and technologies. Trained subordinate and management staff, providing guidance for problems and questions.

EDUCATION

Palm Beach State College

Associates Degree - Information Technology/ Business Management

Boca Raton, FL

Certifications

Certified Scrum Master

Feb 2022

Google Project Management Certified

Sept 2021

Google IT Support Specialization Certified

July 2021

aPHR Certified Professional

June 2021

SKILLS & INTERESTS

- **Skills:** Python; Kronos; Ultipro; Payroll; Strategic planning; Strategic partnerships; Customer Relations; Sales & distribution; Lead generation; Account management; Management; and Marketing; HTML5, CSS3; Sublime Text; Dropbox; GIMP; Adobe Creative Suite; Microsoft Office suite; Microsoft Windows; Apple OS and iOS; and Android operating systems;
- **Interests:** Meeting new people; History; Skiing; Traveling; Fishing; Biking; Weightlifting; Climbing; Hiking; Cooking; Website Design; Building Custom PCs; Seinfeld; Informative documentaries