

Information Technician Seeking Relocation

Dynamic, self-motivated bilingual **MSITM candidate** respected for 5+ years of driving revenues within the luxury automotive and e-commerce business sectors for F100 industry leaders, including Amazon. Proven track record of cultivating lasting relationships with clients and team members to support growth in competitive markets. Known as a diligent, results-oriented leader and collaborator who guides team members in successfully realizing company objectives using data analysis, interpersonal skills, and innovative marketing strategies. Exemplary educational qualifications include a Bachelor of Arts in Business Economics from the University of California, Riverside. Out-of-the-box thinker committed to making continuous improvements in planning, process, and communication to enable long-term growth and profitability.

SKILLS & EXPERTISE

Systems Communications
Customer Service/Support
Software Management
Hardware Deployment
Product Launches
Process Improvements
Network Protocols
Cloud Computing
Windows/Mac/Linux OS
Command Lines
Troubleshooting/Analysis
Budgeting/Cost Control
Debugging
DNS/IPv4/IPv6
CompTIA A+ Candidate

PROFESSIONAL EXPERIENCE

IT Technician 2021 – Present

Inglewood School District - AppleOne: Inglewood, CA

Reported directly to the Principal of the schools in the Inglewood School District both on site and remotely.

- ✧ Point of contact in implementation of Viewsonic display rollout.
- ✧ Ensure daily functionality of all tech equipment of both students and faculty.
- ✧ Troubleshoot and diagnosed issues for phones, network, and personal computers/laptop

Warehouse Associate 2020 – Present

Amazon.com LLC: Rialto, CA

Collaborate with team members to meet or exceed daily production quotas in a fast-paced work environment.

- ✧ Expedite the order shipping process by picking and packing the correct inventory with strict attention to detail.
- ✧ Adhere to all company policies and procedures, including those for safety, quality, and efficiency.
- ✧ Attend all team meetings and training sessions to enhance performance continuously.

Amazon DSP Driver 2020

High-Performance Logistics: Riverside County, CA

Loaded, transported, and unloaded packages to fulfill customer orders for a third-party Amazon delivery service.

- ✧ Followed assigned routes and schedules to ensure timely package delivery under established timeframes.
- ✧ Handled packages carefully and respected clients' property to maintain good customer satisfaction levels.
- ✧ Completed all necessary documentation and paperwork promptly to facilitate accurate delivery records.

Sales Associate 2016 – 2020

Adasha Marketing LLC: Los Angeles, CA (Sales Associate, 2018 – 2020)

European Auto House: Los Angeles, CA (Sales Associate, 2018)

Major Motor Cars: Santa Monica, CA (Sales Associate, 2016 – 2018)

Sold a variety of automobiles to clients through outstanding product knowledge and customer service, ensuring productive, long-lasting client relationships.

- ✧ Engaged with current, former, and prospective clients to understand their specific transportation wants and needs and provided custom recommendations based on available inventory.
- ✧ Accompanied prospective clients on test drives and answered product and service questions to close deals, resulting in individual sales totals of up to \$100K monthly.

- ✧ Collaborated with 10+ cross-functional team members in sales, service, and finance departments to advance the sales process.
- ✧ Achieved >95% client satisfaction rating by delivering friendly, knowledgeable, and reliable service at all times.

Maserati Sales & Luxury Consultant**2015 – 2016****O’Gara Coach – Westlake:** Westlake, CA**O’Gara Coach – Santa Monica:** Santa Monica, CA

Functioned as sales advisor and consultant on exotic and high-end automobiles, delivering best-in-class service and an unbeatable client experience for an elite customer base.

- ✧ Attained exceptional product and brand knowledge related to all available inventory, including luxury vehicles from Aston Martin, Bentley, Bugatti, Lamborghini, Maserati, and Rolls Royce.
- ✧ Maintained book of business of 600 clients while building new client relationships to drive revenue growth.
- ✧ Contributed to a top-performing team that produced a 30% increase in total sales revenue within 12 months.
- ✧ Recognized by leadership for consistently exceeding monthly goals; placed within the top 3 Luxury Consultants within 2 months and ranked in the top 3 Maserati Specialists every month for sales.
- ✧ Averaged 1.5 car sales per week by nurturing relationships with prospective as well as previous clients.
- ✧ Earned status as the go-to employee for representing the company at off-location networking and events.

Marketing & E-Commerce Manager**2015****Vapology Story:** Beverly Hills, CA

Led corporate marketing and communications efforts while managing E-commerce functions. Collaborated with 10+ cross-functional employees in design, R&D, and sales to meet or exceed revenue goals of \$1,000 per day.

- ✧ Facilitated strategy and execution of key marketing campaigns that returned an average ROI of 200%.
- ✧ Performed weekly market research and client profiling to identify, predict, and capitalize on new market trends, enabling consistent business growth throughout changing economic climates.
- ✧ Presented weekly data analysis to employees and stakeholders, ensuring consistent goal and vision alignment, and implemented new courses of action as needed to maximize business performance.
- ✧ Created web presence and managed social media accounts, boosting cross-platform followers by 200% (from 2200 to 5400) within one month while simultaneously increasing organic website traffic.
- ✧ Spearheaded marketing launches for 71 new products and 1 further technological advancement within the industry, growing brand awareness and contributing to higher sales volume.
- ✧ Generated new business opportunities by overseeing a boutique's buyout and its subsequent assimilation into the USA division of VDLV.

Additional Experience: ACT/SAT Tutor & Proctor, Princeton Review | Life & Health Agent, ING Financial Partners

EDUCATION & CERTIFICATIONS**University of California, Riverside, Riverside, CA:** 2017**Bachelor of Arts – Business Economics****Certifications or Additional Education:**

Life & Health Agent 2013

Google IT Support Professional 2021

CompTIA A+ 2021

Security+ 2021

Network+ 2021

TECHNOLOGY & TOOLS

Social Media (Facebook, Twitter, Instagram, LinkedIn) / SEO / POP / CRM / Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher) / Microsoft Visio / Microsoft SharePoint / Adobe Photoshop / Google Docs / Google Drive / Google Calendar / QuickBooks / Dropbox / Salesforce

LANGUAGES

English, Vietnamese, Spanish