Daily responsibilities include being the first point of contact for all electronic issues with clients and making sure they leave happy and satisfied, having a solid understanding of most Apple and Windows products, troubleshooting software/hardware issues (within a 20-minute window if possible), recommending technology solutions to help the client, providing client education, setting up client’s new PCs, installing software, quality testing all electronics for open box resale, understanding and de-escalating client issues.

**Social Media/Marketing (Remote)** – Inclusive Real Estate

01/19 - Present

Tasks include creating a Facebook Business, Instagram, and Twitter page for a brand-new company, updating pages on a timed basis agreed upon with business owner, Photo editing, creating watermark additions, making posts that spark intrigue with professional content.

**Geek Squad Consultation Agent** – Best Buy

11/19 - Present

Responsibilities included selling services to prospective clients, technical support with Brokers as well as clients, answering phone calls and taking messages, transferring calls between brokers, creating Microsoft Word documents per custom order, organizing files containing client information, registering and storing client data, front of store help with a strong focus on customer retention, coordination and scheduling of appraisal assignments.

**Server** – The Boiling Crab

01/17 – 04/18

Duties included serving and upselling food, drinks (alcoholic/alcoholic), current and promotional menu items, preparing the restaurant daily for opening and closing, operating cash register, being proficient in restaurant’s technical systems and POS systems, restocking daily, opening a brand-new restaurant.

**Customer Service Rep./Sales Agent** – So-Cal Real Estate Solutions, Inc.

08/13 – 11/18

Daily tasks included surpassing sales goals and quotas, cash handling, deposit drops and MTD bank statements, online inventory, organized and filed company documents, efficiently communicated with corporate and district heads, resolved customer issues, customer retention, received and distributed shipment, inventory control and correction.

**Key-Holder/Senior Game Advisor** – GameStop, Inc.

10/12 – 12/13

References

**Professional and Personal Available Upon Request**

**Outgoing and helpful individual seeking employment with your company! Offering outstanding work ethic, a friendly personality, excellent attention to detail, and efficient organizational skills. Thrives in technological settings. Extensive experience in Customer Service.**

**Portland Community College 2019 – Present Engineering**

**Moorpark College 2012 – 2014 General Studies**

**Agoura High School 2006 – 2010 Diploma**

Education

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Ilissa Russo

Work

Experience