**Zach Shamal**

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**Professional Summary**

Adept individual with more than 2 years working in customer and client service-based roles. Seeking a career opportunity in Information Technology. **CompTIA A+, Security+ and Network+ certified.**

**Education**

Bachelor of Science: Business Administration - Marketing Management, 06/2020

California State University - East Bay - Hayward, CA

**Certifications**

* **CompTIA Security+ ce** - October 2020 - October 2023
* **CompTIA A+ ce** - November 2020 - January 2024
* **CompTIA Network+ ce** - January 2021 – January 2024

**Skills**

|  |  |
| --- | --- |
| * Network Security * Customer Service * Problem Solving * Attention to Detail * Network Management * Wireless Technologies | * Hardware Configuration * Cloud & Virtualization Concepts * Microsoft Office * Windows, Mac & Linux * Routing & Switching * Vulnerability Management |

**Work History**

Affiliate Account Manager, 08/2020 to Current

Connect Your Leads – Denver, CO – Remote Position

* Secure high value accounts through consultative selling, effective customer solutions and promoting compelling business opportunities.
* Address problems with accounting, billing and service delivery to maintain and enhance client satisfaction.
* Act as an administrator for the company’s CRM platform (manage user accounts, credentials, onboard & train new users, etc.)
* Manage key software systems and data sets
* Manage 60+ accounts by reviewing and mitigating discrepancies and collaborating with account holders to solve any issues.

Digital Content & Social Media Strategy Intern, 10/2019 to 06/2020

Asian Liver Center at Stanford University – Palo Alto, CA

* Increased website and social media traffic by 18% by creating dynamic graphics and engaging posts.
* Communicated daily with brand partners.
* Conducted extensive research to provide factual statistics for social media sites.
* Tracked key metrics and developed spreadsheets to manage data.
* Maximized advertising efforts by developing content for media relations, corporate communications and social media posts.

Security Advisor, 06/2016 to 10/2016

Defenders Inc. – Fremont, CA

* Installed new home security, managed configuration and delivered end user training.
* Completed extensive job report for each service call.
* Stripped & attached cables, set up sensors, managed power levels and configured alarm systems using standard naming conventions.
* Followed all company guidelines regarding safety procedureswhen out in field.

**Retail Sales Associate**, 03/2016 to 06/2016

**T-Mobile** – Milpitas, CA

* Provided exceptional services and pleasant shopping experiences to retail customers.
* Troubleshooted customer phone issues
* Offered each customer top-notch, personal service and polite support to boost sales and customer satisfaction.
* Answered product questions with up-to-date knowledge of products and store promotions.

Insurance Sales Agent, 08/2015 to 03/2016

American Income Life – Tracy, CA

* Reviewed policyapplications for errors and liaised with underwriters to facilitate quick completion of application process.
* Built relationships with clients through active listening and communication skills to provide excellent service.
* Displayed consistent, positive attitude towards customers, peers and other personnel, even during high-stress situations.

**Accomplishments**

* **Software** - Set up company's entire lead routing platform including campaigns, clients, vendors, phone numbers and products. Continuous management and maintenance of the software.