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| Jason Ahmed  Customer Service Representative | horizontal line Jason Ahmed 1308 Fremont St. #113  Las Vegas, NV 89101  702.619.0502  jasonahmed702@gmail.com |
| **ㅡ** Skills | horizontal line  Results-driven Customer Service Professional with proven ability to build rapport with clients. Demonstrated record of providing exceptional customer service, exceeding customer satisfaction expectations, and contributing to organizational success. Consistently outperform colleagues in sales and corporate goals, with areas of expertise including:  Conflict Resolution - Strong Organizational & Communication Skills - Creative Problem Solving - Training Courteous Demeanor - Credit Card Processing - Client Relationship Management - Cash Management - Energetic Work Attitude - Execution of Floor Set & Visuals - Customer Service Oriented |
| **ㅡ** Experience | horizontal line Burger King / Assistant Manager 2021-Present, Las Vegas, NV  Responsible for upholding corporate standards set forth by Burger King for all of its franchisees. Duties include full understanding of all stations of restaurant and training crew members, opening and closing restaurant, assisting with scheduling and payroll, and filling in if and where needed. Serv-safe certified and OSHA-10 certified. BJ's Barbecue / Line Cook2019-2020, Sparks,NV Responsible for opening restaurant and setting up line for daily operations. Fluent in all stations on line. Also responsible for stocking and prepping all line items. Pizza Papalis / Manager2016-2017, Taylor, MI Managed restaurant in a professional manner while overseeing and leading the work of employees. Planned and maintained work systems, procedures, and policies that enabled and encouraged staff to perform optimally. Effectively communicated productivity expectations while building and maintaining rapport with customers. D&B Grocers / Account Manager *2015-2016, Westland, MI*  Responsible for managing set accounts on an established route as well as growing volume on the route. Maintained a strong knowledge of company's portfolio of products and the competitors products as well. Built strong rapport with store managers and receivers and always maintained accounts standards as well as the company's. Rojo Mexican Bistro / Server2014-2016, Birmingham, MI Served customers, established rapport with regular customers, up-sold items, trained new servers, processed payments of all types, and performed general pre- and post-work duties. Won several contests outselling all other employees. T.I.P.S. certified and computer efficient with restaurant software. Michael Symon's B Spot Burgers / Server2014-2015, Rochester Hills, MI Provided exceptional customer service in an Iron Chef's establishment. Continuously met and upheld very high standards on customer service and product knowledge. Received top honors among all servers as well as highest earnings. Polish Village Cafe / Server2013-2014, Hamtramck, MI Served customers in a fast-paced restaurant environment, built rapport with regular customers, upsold products, trained new servers, processed cash payments, and monitored food and beverage inventory. Restaurant was a very high volume restaurant with an antique feel to it. Establishment was featured on Diners, Drive-ins and Dives and visited by Guy Fieri. Pizza Papalis / Server2009-2013, Detroit, MI Served customers, established rapport with regular customers, up-sold items, trained new servers, processed payments of all types, and performed general pre- and post-work duties. T.I.P.S. certified and computer efficient with restaurant software. TGIFriday's / Server2008-2009, Southfield, MI Served customers, established rapport with regular customers, up-sold items, trained new servers, processed payments of all types, and performed general pre- and post-work duties. T.I.P.S. certified and computer efficient with restaurant software. Electronic Merchant Systems / Customer Service-Sales Representative2006-2008, Independence, OH Responsible for setting up and maintaining merchant accounts in Michigan. Duties included cold calling, up-selling, prospecting, product placement, and providing general education to the customers on the business of credit card processing and ATM's. Successfully achieved sales quotas given by company. Tri-County Beverage / Driver Assistant-Warehouse Aide2003-2006, Dearborn, MI Responsible for assisting drivers with deliveries of product to accounts on their designated routes. Duties included pre- and post-loading of product, delivery into account, and removal of product. Warehouse duties included rotation of product, organization of warehouse, occasional hi-lo operation, and general warehouse cleaning. Eastown Distributors / Merchandiser-Account Manager2001-2003, Highland Park, MI Responsible for maintaining set accounts on an established route. Duties included merchandising accounts, product placement, building and maintaining rapport with all accounts, inventory of product, rotation of product, and following up on accounts to deal with any issues that may occur in delivery of products. Very computer literate and customer friendly. Won several trips and incentives based on sales goals being met and product placement.  horizontal line |
| **ㅡ** Education | University of Phoenix2008-2010, Southfield, MI Majored in Accounting and upheld a 3.57 GPA. Michigan State University1998-1999, East Lansing, MI Majored in Accounting and upheld a 3.3 GPA. St. Florian High School1994-1998 Hamtramck, MI Received a high school diploma and maintained a 3.87 GPA. Was in National Honors Society and was class treasurer all 4 years of high school. Involved in basketball, football, baseball, and bowling. Received All-State honors in baseball and All- Catholic League honors in baseball and football. |
| **ㅡ** Certifications | horizontal line  I am T.I.P.S certified and also have my OSHA 10 card. |