

Ghazaleh Javadi

Sales Associate

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Dedicated, hard-working, organized, and detail-oriented individual who is proficient in prioritizing, completing multiple tasks with a high focus on details, and time management. Skilled in teamwork to help others and learn new skills. A quick learner who is motivated and passionate about gaining knowledge. Practiced in customer service with customer satisfaction, communicating clearly and effectively.



Skills

- ◆ Account management
- ◆ Report preparation
- ◆ Creative problem solving
- ◆ Excellent time management skills
- ◆ Cash handling and management
- ◆ Financial and operational reporting
- ◆ Multitasking Abilities
- ◆ Attention to Detail
- ◆ Training and Development



Work History

Jan 2020 - Dec 2021 **Sales Support Associate**

Promounts, Torrance, CA

- * Online product content management(listing new products, updating assets) for various accounts like Wayfair, Zola, Groupon, Shopify and Squarespace
- * Optimizing customer interface and experience of item pages
- * Completing back-end functions needed to ensure all sales orders and customer service are managed in timely manner
- * Order processing of all sales orders and purchase orders

- * Creating shipping labels through UPS, FedEx, USPS
- * Customer service includes invoice requests & tracking
- * Processing LTL/TL orders through EDI system, booking shipment/routing & creating invoice
- * Communication via phone/e-mail to existing and potential customers
- * Responsible for creating RMA's (Return Merchandise Authorization)
- * Responsible for updating inventory on all online shops with upcoming items, out of stocks and low in stocks
- * Communicating with international customers to update them with status of their orders & sending them shipping documents
- * Sales assets management(requesting from design team, follow-up with them)

May 2019 - Customer Service Associate

Jan 2020

Floor & Decor, Woodland Hills, CA

- * Processing over 50 customers at checkout using point of sale(POS) system
- * Processing customer refunds and exchanges
- * Open and close registers
- * Follow established cash, check and credit card acceptance procedures
- * Providing great customer service to exceed customer expectations, greeting every customer in helpful and courteous manner



Education

Mar 2022 - Certificate: Full Stack Development

Sep 2022 *UCI Division of Continuing Education - Irvine*

Sep 2011 - Master of Arts: International Law

Mar 2014 *Guilan University - Rasht, Iran*

Sep 2006 - Bachelor of Arts: Law

Jun 2010 *Guilan University - Rasht, Iran*