

Ian Astesana

Address: 15808 Windsor Way, Truckee, CA 96161

(530) 492- 9573

iastesana@gmail.com

HIGHLIGHTS

- Management Skills
- Ability to motivate others
- Excels in fast-paced and challenging environments
- Dedicated Self-Starter
- Excellent organizational and multitasking skills
- Motivated to learn new things and get the job done
- Positive attitude in chaotic situations

RELEVANT SKILLS AND EXPERIENCE

IT Customer Service

- Three years' experience as a Customer Service Representative and Technical Support
- Knowledge of management techniques
- Created Organization System to improve purchase and production proficiency
- Trained 65+ Supervisors and Associates in Customer Service Techniques, Problem Resolution, and Safety Policies and Procedures going from one of the most unsafe to the safest in region.

Computer Skills

- Proficient in Microsoft Office: Excel, Word, Outlook, Data Entry, Computer Server Navigation, Website design, SQL dBase and Access fundamentals, Technical Support, Networking, Building.

Business Management/Administration

- Responsibilities in management have included: Archiving invoices, labor management, purchasing and receiving, and using these skills to make decisions to benefit the whole business.

EDUCATION

Associates of Arts in Business Administration, CCSF, San Francisco, CA

In progress

High School Diploma, Sierra High School, Truckee, CA

2006

WORK HISTORY

Technical Support Representative/Assistant Bookkeeper

2016-Present

Immigrant Software, Truckee, CA

Chief of Operations

2016-2017

All Gear Productions Industrial Sewing Manufacturer, Grass Valley, CA

Assistant Manager

2012-2016

Whole Foods Market, San Francisco, CA

Cook

2012-2014

Chambers Restaurant, San Francisco, CA

Cook

2011-2012

Northstar, Truckee, CA

Purchasing/Receiving

2010-2011

Squaw Valley, Tahoe City, CA