

IRAN DARENSBOURG

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San Diego, CA

I am extremely motivated and passionate about serving all customers and concerns expeditiously and accurately. I have experience in ensuring customer satisfaction and maintaining strong business relationships as well as a strong desire in continuing long-term professional development.

Profile and Skills

- ❖ Genuine personal interest in others resulting in excellent interpersonal skills
- ❖ Comprehensive knowledge of various computer programs and ability to assimilate new ideas efficiently.
- ❖ Extensive experience working in high pressure environments whilst maintaining high expectations

Professional Experience

(Up to previous 5 years)

Fire & Security Alarm Technician - Alarms Unlimited

July 2019- Current Role

Managed daily training of new recruits into the company ensuring that a high level of professionalism and skills were gained to benefit the company and to maintain customer satisfaction.

Troubleshooting pre and existing problems from customers ensuring that all communication lines are open and working as part of a multidisciplinary team to ensure all safety requirements are met.

Offering 24/7 personalized assistance to clients in emergency situations to ensure the constant safety and welfare of the service user.

Became adept at managing customers technical queries and addressing them with satisfactory solutions to enhance customer retention resulting in building a strong foundation in business relations.

Customer Service - Buy Auto Parts

2017-2019

Quickly ascertained the needs of each client and provide them with the relevant information about the product that was required in order to result in customer satisfaction.

Mentored new staff members and improved teaching skills in ensuring they had the correct knowledge on how to access information on over 16000 different products as well as company protocols and policies..

Liaised with other team members during the hiring process ensuring that suitable candidates were able to join and acclimate to new teams and to help boost productivity.

Education

IT Apprenticeship, San Diego
January 2017

Mesa College, San Diego
May 2011

High Tech High School, San Diego
Graduated July 2010

Volunteer Experience

Much experience in volunteer work and holding one-to-one teaching sessions as well as public speaking. Im involved in charity work multiple times per week incorporating into my schedule on evenings and weekends. For example, preparations for assisting Refugees fleeing from the Ukrainian-Russian war.