

ALI AMIN DEHKORDI

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A recent computer science graduate with a passion for AI and coding, I have a strong background in customer service and sales, and I'm a motivated and creative leader who excels in team environments. I'm seeking a position where I can leverage my technical skills and customer service experience to make a positive impact.

Education

B.S. in Computer Science

Concordia University - Irvine at Irvine, CA
| May 2023

Relevant Coursework

- Machine Learning
- Dev-Ops
- Object Oriented Programming
- Server-side Development/ Networking
- Data Structures

Extracurricular Activities

- STEM Club Co-Leader

Highschool Diploma

Shorewood Highschool at Shorewood,
WI | January 2019

Key Skills

- Proficient in Python, C#, Java, C++
- Experienced with Adobe Creative Suite
- Strong customer service skills
- Effective troubleshooting abilities
- Leadership and teamwork skills
- Music production
- Cinematography
- Fluent in Farsi
- Familiar with iOS, macOS
- Expert Googler and Prompter

Professional Experience

Customer Experience Sales Floor Associate

Best Buy | January 2021 - Present

- Provided intuitive tech solutions to customers, leveraging a broad knowledge of hardware and software
- Crafted precise questions to better understand and meet customer needs
- Assisted in training new employees, reducing their anxiety and helping them learn best practices
- Maintained a neat, organized store by performing cleaning tasks and keeping signage and merchandise displays up-to-date

IT Support Specialist

Concordia University - Irvine | January 2019 - January 2020

- Provided technical support to students, faculty, and staff, always with a smile
- Troubleshoot hardware issues in classrooms and on personal devices
- Handled numerous password resets
- Installed and configured software, occasionally working remotely
- Documented software problems and developing effective solutions, collaborating with a team when necessary
- Responded promptly to service issues and requests submitted through the help desk software

Cashier

Culver's | January 2017 - January 2018

- Enhanced my customer service skills in a fast-paced environment
- Performed opening and closing procedures, including cash register counts, restocking, and cleaning
- Assisted with training and mentoring new team members
- Used POS system to process customer purchases
- Developed strong customer relationships, supporting satisfaction and loyalty