

Ali Sami

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WORK EXPERIENCE

AMINA PROPERTIES LLC

Bookkeeper

Sep 2023 – Present

Memphis, TN

- Oversaw full-cycle accounting including accounts payable, accounts receivable, and monthly reconciliations for multiple property portfolios.
- Managed tenant billing, rent collection, and deposit tracking to ensure timely cash flow.
- Collaborated with property managers and owners to forecast revenue, plan capital improvements, and allocate resources.

T-MOBILE USA, INC.

Senior Mobile Expert

Dec 2022 – Present

Memphis, TN

- Drove **65% increase in accessory attach rate** and **74% in device protection plan sales**, ranking in the top 10% tier of market performance.
- Recognized in **T-Mobile's Winner's Circle (Q4 2024)** for ranking in the top 1% company-wide in revenue growth.
- Delivered best-in-class customer experiences by resolving service pain points in one interaction using advanced in-store systems and digital tools.
- Acted as a subject matter expert through completion of specialized training and ongoing development in wireless technology and customer service.

EDUCATION

University of Memphis

B.S Accounting

Present

Memphis, TN

Technical Support Fundamentals Certification

Google, Inc.

Oct 2023

SKILLS

App development; Swift; app architecture & data modeling; debugging & performance optimization;; technical writing & documentation; business & organizational analysis (culture frameworks, CSR, stakeholder impact)