

KASHEN A. WRIGHT

COMPUTER ENGINEER

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MCDONOUGH, GA 30252

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OBJECTIVE

Results-oriented professional with over 10 years of broad experience in all areas of Computer Engineering, Sales and Services including sales campaigns, policy information and changes, answering agent and policyholder questions regarding policy billing and processing procedures, completing bulk policy changes applying guidelines and procedures that comply with state and federal laws, assist with all matters of administration (i.e. inbound/outbound calls and correspondence).

HIGH STRESS SITUATION-tested leader that can be trusted with an excellent ability to leverage resources and best practices to drive organizational efficiency and cost effectiveness.

EDUCATION

Bachelor of Science Major: Applied
Computer Science

Concentration: Data Science and
Machine Learning |
Make School @ Dominican University
California| Expected Graduation 2022

Professional Sales and Services Training
Certificate| Hotwire

Professional Sales and Services Training
Certificate| APPLE

Professional Sales and Services Training
Certificate| AT&T

Professional Sales and Services Training
Certificate| BRANDSMART, USA

High School Diploma Graduate | Ola
High School; GED

KEY SKILLS

Cheerful and Energetic

EXPERIENCE

July 2020 -- Current

Google Internship • **INTERN** • Make School | San Francisco, CA

June 2017 -- 2019

Sales and Services • **TEAM LEADER** • Hotwire | Atlanta, GA

Responsible for providing, excellent customer service, managing technology to handle high-volume work in a fast-paced, team environment. Keen problem-solving and decision-making skills that enable excellent outcomes in processing work and helping customers and agents resolve inquiries; while effectively working in a team centered environment

- Consistently met a \$12,000 sales quota each week on a part-time schedule
- Re-organized sales performance training and goals to empower team members to exceed corporate sales goals by 200%.
- Exceeded commercial customer sign-on goals by 20% in Q3 2017 thru Q1 2019

April 2016 -- May 2017

Sales and Services • **TEAM LEADER/ RETENTION SPECIALIST** • Nexxlinx Corp |
Duluth, GA

Served as Team Leader for the Customer Retention Division with 20+ staff members providing high volume customer support including telephone interaction, sales and retention, inbound and outbound customer care, telemarketing and data collection, help desk, e-mail processing, live Web and voice interaction, and back-end data processing

- Managed the consumer retention strategy achieving a 98% overall retention rate and a 100% retention rate in administering highly sensitive consumer retention

Problem Solving, Decision Making and
 Process Work
 Consumer Assistance
 Technical Sales Expert
 Sales and Services Operations
 Management
 Information Systems
 Communications Expert
 Team Building
 Internal/External Analytics
 Conflict Resolution
 Team Leadership
 Data Analysis
 Dependability
 Savvy Negotiator
 Conflict Resolution
 Collaborative
 Employee Assistance & Wellness
 Policy and Procedures Implementation
 Risk Assessment
 Consumer Influencing
 Production, inventory and participation
 management
 Inbound/Outbound calls advisory skills
 Performance Management
 Occupational Health and Safety
 Resources Planning / Budgeting
 Risk Management
 Talent Development / Retention
 Business Development
 Training and Employee Development

- Established the instructional framework for solutions-oriented sales and customer retention problem solving

January 2015 – March 2016

Sales and Services • **ITUNES ACCOUNT & BILLING SPECIALIST** • Apple | Norcross, GA

Responsible for Worldwide customer support and all administrative and sales services.

- Performance evaluated within the top 5% of customer service employees
- Exceeded customer satisfaction goals with an annual
- customer satisfaction rating of 100%

November 2014 – January 2015

Sales and Services • **SENIOR TECHNICAL/SUPERVISOR** • Apple | North Lauderdale, FL

Planned, coordinated, and provided the delivery of product services while leading a staff of 13 employees with performance ranked in the top 1% of the company. Tested and executed procedures for new or enhanced equipment. Used network-monitoring tools to determine and resolve network issues.

- Improved service systems to ensure 100% of all employees received proficiency training; reducing error rate from 30% to Zero
- Mentored five employees resulting in each transitioning to supervisory positions
- Selected by Senior Apple Staff to standardize training for the region

January 2014 – October 2014

Sales and Services • **TEAM LEADER** • IGOR/AT&T | Lauderdale Lakes, FL

Subject matter expert and Technical Advisor to the Business and Residential Customers. Top tier sales representative assisting customers with all service requirements.

- Performance and sales evaluated as a top 5% sales representative
- Ranked in the top 1% for customer satisfaction

June 2013 – December 2013

Sales and Services • **CUSTOMER SERVICE/SALES AGENT** • ALARIC/AT&T | Kennesaw, GA

Responsible for Inbound/Outbound calls in a high-volume call center. Assisted customers with all service-related programs and quality of service issues.

- Recognized as a Best of the Best monthly performer in both accuracy and efficiency
- Selected as Employee of the Month for 3 consecutive months

January 2012 – May 2013

Sales and Services • **SALES REPRESENTATIVE** • Brandsmart USA | Stockbridge, GA

Instore sales and customer service.

- One of the 30 selected out of 400+ applicants to become an Innovations in Sales Team Member

- Employee of the Month for 10 Months

January 2011 – December 2012

Sales and Services • **SALES REPRESENTATIVE** • ALORICA/DIRECTV| Sunrise, FL

Responsible for introducing existing customers to upgraded features of their current telecommunication service, while adding new program customers from areas of AT&T's recent expansion. In many areas, this is the first-time residents have had the opportunity to take advantage of the new AT&T Communications TV/Voice/Internet suite.

- Evaluated as most effective in execution of the AT&T sales and marketing campaign.
- Maintained 100% of accurate tracking of campaign sales data
- Selected as top performing sales team member and later team leader

COMMUNICATION

I aspire to create, progress, lead and achieve value-added Sales and Service procedures, policies and programs, and deliver expert consultation, services and solutions in an effectual and customer-focused manner affording all employees with the apparatuses essential to exceed customers' needs. I am unswerving to the impartial selection and superior development of a diverse workforce. I am confident in my ability to assist your organization in achieving excellence in all Sales and Services Competencies.

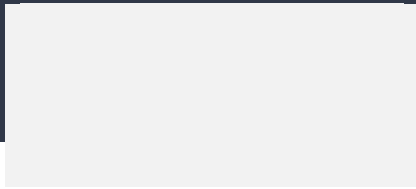
LEADERSHIP

My life's calling is **Sales and Services Excellence** through **Selfless Leadership**. However, **Experience** has educated and hallmarked my desire to serve others. **Opportunity** has demanded that I demonstrate my commitment to selfless leadership and service to others by doing so with relentless participation in everything I do.

I am a:

Volunteer, Federal Emergency Management "FEMA"

Volunteer, Red Cross



REFERENCES

[Available upon request.]
