



Shabnam Beiraghian

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Burnaby, BC

Profile

Energetic, customer-obsessed retail professional with 5+ years of high-volume customer service and product-recommendation experience in fast-paced environments. Proven track record of educating customers, identifying their needs, and delivering solutions that build loyalty. Strong technology interest (currently completing Advanced Full-Stack Web Development at BCIT) and eager to bring that to an Apple Retail team. Seeking to join Apple as a Specialist – guiding customers to discover, purchase, and love their Apple products.

Experience

Inside Automotive Sales associate; Vancouver, BC – JUL 2022 - MAR 2025

- Engaged daily with 100+ customers, diagnosing their need and recommending appropriate parts – translated to high customer satisfaction and repeat visits
- Educated customers on product features, compatibility, and installation – establishing trust and product ownership
- Collaborated with warehouse and delivery teams to ensure timely fulfilment and inventory accuracy, supporting seamless customer experience
- Organized and corrected catalog entries, improving lookup speed and enabling faster customer turnaround

Head Cashier; Vancouver, BC – NOV 2019 - JUL 2022

- Managed cash operations and lead team of 3 cashiers; maintained zero register discrepancies during tenure
- Provided coaching/training to staff on customer service standards, product knowledge, and upselling/down-selling to meet customer needs
- Partnered with store leadership to align operations with store-wide customer experience goals

Key Skills

- Customer service & customer experience
- Educating customers on products & solutions
- Accountability and accuracy
- High-volume communication (100+ daily interactions)

Education

- **British Columbia Institute of Technology (BCIT)** – Vancouver, BC
Diploma, Full-Stack Web Development | Sep 2024 – Apr 2026