

David Nguyen

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WORK EXPERIENCE

Mercedes-Benz USA

Sep. 2018 – Present

Product Specialist

San Jose, CA

- Educated, inspired and skillfully guided potential customers through the vehicle configuration and purchase process
- Built and maintained client relationships by effectively converting prospects into recurring customers
- Directly helped prospective customers by providing one on one on one support on the phone, chat, email and SMS to nurture and prepare customers for a vehicle purchase
- Efficiently and effectively upheld duties and tasks assigned in a high volume, fast paced environment

Pep Boys

Feb 2018 – Oct 2018

Service Advisor

Sunnyvale, CA

- Worked directly with customers in need of vehicle repair and maintenance, by providing excellent customer service, advice and repair/maintenance estimates
- Cultivated relationships with new customers to achieve sales objectives and provided insight into new products, features, and options
- Strategically negotiate with customers to close on deals and increase sales

King Star Computer

Jun 2017 – Feb 2018

Server Technician

Sunnyvale, CA

- Successfully built and configured custom built rack-mount server solutions per customer needs and specifications.
- Assisted in the installation and setup of custom built computers, workstation, and rack-mount server solutions at customer sites.
- Reported directly to President & CEO of privately held company.

EDUCATION

Foothill College

June, 2021

Associate of Science – AS, Business Information Systems

Los Altos Hills, CA

- Business & Entrepreneurship Club, Enactus Club, Financial Literacy Club

SKILLS & INTERESTS

- **Skills:** customer service; teamwork; time management; sales; customer satisfaction; customer relationship management (CRM); lead generation; word; excel; powerpoint; outlook; dealersocket; mykaarma
- **Interests:** cars; reading; investing; business; sales; food; traveling; hiking; Reddit; video games