

Estivan Ayramia

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SUMMARY

General Business graduate from San Diego State University (Dec 18, 2025) with customer-facing sales and operations experience in high-volume environments. Strengths include needs-based recommendations, upselling, clear multilingual communication, and calm execution under pressure. Comfortable with CRM (Customer Relationship Management) tools, analytics, documentation, and basic web publishing.

CORE SKILLS

Sales and service: consultative recommendations, upselling, objection handling, service recovery
Customer operations: high-volume transactions, queue management, cash control, accurate documentation
CRM (Customer Relationship Management) exposure: Salesforce, HubSpot, Pardot
Tools: Microsoft Office Suite (Excel, Word, Outlook), Google Analytics (GA) Certification, Microsoft Clarity
Additional: multilingual communication; inventory organization using FIFO (First-In, First-Out)

EXPERIENCE

Sports Coach | 549 Sports LLC (Limited Liability Company)

San Diego, CA | Sep 2024 – Present

- Supervise 20–80 children per session and adapt coverage based on staffing while maintaining safety, structure, and engagement.
- Communicate with parents and staff (including multilingual conversations); write incident reports and maintain records.

Retail Sales Associate | Convenience Retail and Fuel (Claremont location)

San Diego, CA | Sept 2023 – Aug 2024 (part-time, on-and-off)

- Supported upper-four-digit daily sales through needs-based recommendations, add-on suggestions, and consistent upselling.
- Handled high-traffic register operations and kept lines moving (8–12 customers at peak) while maintaining accuracy and professional service.
- Improved efficiency by reorganizing inventory layout and rotating product using FIFO (First-In, First-Out) to prevent expired stock.

Store Associate | Del Sol Market

San Diego, CA | May 2023 – Aug 2023

- Handled 30–100 customer transactions per shift; switched between stocking and register to keep store flow efficient.
- Suggested alternatives when items were unavailable, increasing basket size while maintaining customer trust.

Independent Contractor | Delivery Services (Uber Eats, DoorDash, Instacart)

San Diego, CA | 2021 – 2022

- Completed 40–70 deliveries per week during peak hours; maintained ~4.9/5 customer rating through reliable, on-time service.

PROJECTS AND CERTIFICATIONS

Personal website (estivanayramia.com): built and maintained with AI-assisted coding; implemented Google Analytics (GA) tracking and ongoing updates.

EDUCATION

San Diego State University | B.S. (Bachelor of Science) Business Administration (General Business)

San Diego, CA | Graduated Dec 18, 2025 | GPA: 3.71

LANGUAGES

English (fluent), Chaldean (fluent speaking), Arabic (proficient speaking, intermediate writing), Spanish (proficient speaking, intermediate writing).