

Zachary Roy

4313 Toland Way, Apt 101B
Los Angeles, CA 90041

email: zacharymaxwellroy@gmail.com

Cell: 323.717.3790

LinkedIn: <https://www.linkedin.com/in/zachary-maxwell-roy/>

Work Experience

Tiffany & Co.

November 2021- September 2023

Client Advisor

- Managing the profiles created by clients and verifying that all information is accurate
- Creating an elevated luxury sales experience so that the client feels welcome to come back
- Following up with clients on complex orders over the span of days, this includes monitoring other departments for their progress
- Handling sensitive information with care such as payment methods, billing address, and phone numbers
- Handling any customer service requests without needing any escalation to a higher up such as a shift lead or team manager
- Managing call flow whether it be through phone calls, text chats, or email responses
- Making sure complex orders are met to the standard of the client, no matter how high it is

SameDay Health

December 2020- September 2021

Client Advisor

- Preparing the testing site's kiosk so that all equipment is ready for check in
- Monitoring and recognizing team performance
- Managing the profiles created by clients and verifying that all information is accurate
- Organizing the schedule for patients, making sure that all appointments are valid and on the correct time/date
- Making sure that the testing site is thoroughly cleaned and sanitized before, during, and after open hours
- Ensuring all biohazardous materials are both delivered safely and disposed of properly
- Logging in data through Excel spreadsheets, Google Forms, and Acuity Scheduling
- Maintaining HIPAA standards across the entirety of the testing site
- Providing a safe and comfortable experience for getting tested during a global pandemic

Round One Entertainment

March 2020- March 2020 (Halted due to COVID-19)

Team Lead (Amusement/Arcade Department)

- Monitoring and recognizing team performance
- Training new employees on the proper procedures for maintenance, customer satisfaction, and cleanliness
- Assisting in selling game cards and memberships
- Establish tasks for employees to ensure a clean workplace, tasks include stocking out supplies and maintaining both clean restrooms and public spaces
- Teach the proper ways of how to deal with negative customer experience and how to regain the trust of customers
- Managing the inventory for prizes and game cards
- Ensuring all customers left satisfied and wanting to come back again
- Assisting in translating Japanese to English and vice versa for customers/employees (Arcade cabinets were sometimes only in Japanese)

Freelance Stagehand

April 2018- - April 2020 (Halted due to COVID-19)

Stagehand

- Loading and unloading props, materials, and instruments from trucks
- Setting up risers and musical equipment
- Lifting more than 50 pounds of construction
- Making sure sets and stages are thoroughly cleaned after each performance.

- Working with team members and providing safety to those around
- Creating a healthy environment for construction

Kinokuniya

September 2019- December 2019

Sales Associate (Register/Stationary Department)

- Managing money, operating the cash registers, and balancing the drawers.
- Greeting and giving assistance to customers in store, such as answering questions and providing great customer service
- Making sure that the store is thoroughly cleaned before, during, and after open hours
- Handling the ordering process for shipments of product
- Making phone calls to customers about inventory and pick up notifications

UNIQLO

April 2018- December 2018

Sales Representative

- Managing money, operating the cash registers, and balancing the drawers.
- Greeting and giving assistance to customers in store, such as answering questions and providing great customer service
- Making sure that the store is thoroughly cleaned before, during, and after open hours

Skills

- Programming Skills: HTML, CSS, Javascript, jQuery, OOP, Node, Express, Handlebars, SQL, NoSQL, MVC, APIs, Computer Science, React, MERN stack
- Technical Skills: Microsoft Office Suite, Salesforce, Square Payment, PC and Mac proficient, Social Media Platforms, Computer Building, PC Game Modding, Computer Troubleshooting on both Mac and Windows.
- Office Skills: Filing, faxing, photocopying, answering phones, organizational skills, excellent communication skills, reliable, dedicated, quick learner.
- Studying Japanese for 5 years with a JLPT N4 Certification and currently going for a N3/N2 Certification

Education

UCLA edX - Full Stack Developer Bootcamp

Certificate

December 2023 - March 2024

Ramon C. Cortines School for the Visual and Performing Arts

High School Diploma

September 2013- June 2017

Profile

I am a high school graduate who has spent my schooling focusing on the arts. My primary interests are within the music arts, video games, and Japanese culture. For music, this includes drumming and percussion, playing guitar/bass, compositions and singing. In my free time I like to work with computers a lot, this can include things such as building them, modding programs such as video games, or studying the ins and outs of each part that goes into it. Because of this, I have an extensive knowledge on how computers work and how to troubleshoot and fix problems quickly. I enjoy meeting and communicating with people and I am always eager for a job that can offer this opportunity. As an organized individual, I am capable of staying focused on various tasks and always look forward to opportunities that new challenges bring.

References available upon request.