

Jacob Taheri

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Austin, TX

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OBJECTIVE: To obtain a position that best fits my skills and career goals in Client Services.

SKILLS

Customer Service	Account Management	B2B Sales	Microsoft Office
Data Analysis	Marketing	Communication	Public Speaking
Product Delivery	Progress Metrics	Research	Consulting

EDUCATION

University of Georgia Athens, GA
B.B.A. with Honors in Economics, May 2013

EMPLOYMENT

Allergan Austin, TX

July 2017 - Present

Customer Service Representative

Duties include: Sole manager of web service enrollment and program usage education for National Accounts. Analyze and resolve client issues related to online services. Support field sales representatives through client on boarding and consulting.

Starbucks Leander, TX

March 2017 – July 2017

Barista

Duties included: Greet and listen effectively to customers to ensure courteous and quick service for hundreds daily; form customer connections through friendly, personalized interactions; utilize good judgement and people skills to rectify order mistakes; fluidly craft complex drinks.

CORL Technologies Chamblee, GA

May 2014 - December 2015

Client Engagement Associate

Duties included: Consult clients and provide customer service and product knowledge of customized risk management platforms; create and present risk data analysis and presentations; research entities of risk management and cyber breach factors; onboard new clients; B2B sales; assist with training new hires.

Nordstrom Atlanta, GA

June 2010 - May 2014

Sales Associate

Duties included: Customer service to all patrons; met and exceeded sales metrics; handled \$2k + financial transactions daily and cash drawer reconciliation; maintained and stocked high end store inventory and store displays; assist with training new hires.