

Misty Jazz Records - Team Profiles

Last Updated: January 2026

This document contains detailed profiles of our valued team members at Misty Jazz Records.

Carolina Lee Chin

Position: Store Manager & Lead Vinyl Curator **Department:** Operations **Start Date:** March 2019 **Email:** carolina.chin@mistyjazzrecords.com **Phone:** (555) 234-8901

Background

Carolina brings over 12 years of experience in the vinyl record industry. Before joining Misty Jazz Records, she managed a boutique jazz record shop in San Francisco and worked as a music archivist at the Library of Congress. She holds a degree in Music History from UC Berkeley and a certificate in Business Management from Stanford Continuing Studies.

Specializations

- Jazz vinyl from the 1950s-1970s (Blue Note, Prestige, Impulse!)
- Rare pressing identification and authentication
- Inventory management and supplier relations
- Staff training and development

Responsibilities

- Oversee daily store operations and staff scheduling
- Curate vinyl selection and manage supplier relationships
- Handle high-value acquisitions and estate purchases
- Lead weekly staff meetings and training sessions
- Manage store budget and financial reporting

Notable Achievements

- Increased store revenue by 45% in first two years
- Established partnerships with 15+ independent record labels
- Developed the vinyl grading certification program for staff
- Organized the annual "Jazz Vinyl Fair" attracting 2,000+ visitors

Languages

English (Native), Cantonese (Fluent), Mandarin (Conversational), Portuguese (Basic)

Ishak Soltani

Position: Senior Sales Associate & Digital Operations Lead **Department:** Sales & E-Commerce **Start Date:** September 2020 **Email:** ishak.soltani@mistyjazzrecords.com **Phone:** (555) 234-8902

Background

Ishak joined Misty Jazz Records after a career in IT consulting, combining his technical expertise with his lifelong passion for jazz music. He studied Computer Science at MIT and has been collecting vinyl since age 16. His unique blend of technical skills and music knowledge has been instrumental in growing our online presence.

Specializations

- E-commerce platform management and optimization
- Hard bop and modal jazz vinyl (1955-1970)
- Digital marketing and social media strategy
- Customer data analytics and reporting

Responsibilities

- Manage online store operations and inventory sync
- Process and fulfill online orders
- Handle customer inquiries via email and chat
- Maintain website content and product listings
- Generate weekly sales reports and analytics
- Assist in-store customers during peak hours

Notable Achievements

- Launched the online store, generating \$180K in first-year revenue
- Built automated inventory tracking system
- Grew social media following from 500 to 25,000 followers
- Implemented customer loyalty program with 3,200 active members

Languages

English (Native), Arabic (Native), French (Fluent)

Cícero Dias dos Santos

Position: Vinyl Restoration Specialist & Quality Control **Department:** Technical Services **Start Date:** January 2021 **Email:** cicero.santos@mistyjazzrecords.com **Phone:** (555) 234-8903

Background

Cícero is a trained audio engineer from São Paulo, Brazil, with specialized experience in vinyl restoration and preservation. He previously worked at the Brazilian National Library's audio archive and spent three years at a renowned vinyl restoration studio in New York. He holds certifications in audio preservation from the Association for Recorded Sound Collections.

Specializations

- Vinyl cleaning and restoration techniques
- Sleeve and cover repair and preservation
- Audio quality assessment and grading
- Brazilian jazz and bossa nova collections
- Equipment maintenance (turntables, cleaning machines)

Responsibilities

- Inspect and grade all incoming vinyl inventory
- Perform deep cleaning and restoration services
- Assess and document vinyl condition using standardized grading
- Maintain restoration equipment and supplies
- Train staff on proper vinyl handling procedures
- Manage trade-in quality assessments

Notable Achievements

- Developed proprietary cleaning process reducing surface noise by 40%
- Restored rare 1959 Miles Davis pressing valued at \$15,000
- Created video training series on vinyl grading (10,000+ views)
- Established partnership with local record pressing plant for repairs

Languages

Portuguese (Native), English (Fluent), Spanish (Conversational)

Luís Soeiro

Position: Customer Experience Coordinator & Events Manager **Department:** Customer Relations **Start Date:** June 2022 **Email:** luis.soeiro@mistyjazzrecords.com **Phone:** (555) 234-8904

Background

Luís brings a dynamic background in hospitality and event management to Misty Jazz Records. Originally from Lisbon, Portugal, he managed jazz clubs and live music venues across Europe before relocating to the United States. He studied Hospitality Management at École hôtelière de Lausanne and has a deep appreciation for fado and European jazz traditions.

Specializations

- Customer service excellence and conflict resolution
- Event planning and live music coordination
- European jazz and fado vinyl collections
- Membership and loyalty program management
- Community outreach and partnerships

Responsibilities

- Ensure exceptional customer experience in-store and online
- Handle escalated customer complaints and returns
- Plan and execute in-store events and listening sessions
- Coordinate with local musicians for live performances
- Manage VIP customer relationships and special requests
- Oversee the customer feedback program

Notable Achievements

- Achieved 98% customer satisfaction rating in 2025
- Launched monthly "Jazz Listening Sessions" series (avg. 45 attendees)
- Established partnership with local jazz radio station
- Created customer referral program generating 200+ new customers
- Organized charity vinyl auction raising \$12,000 for music education

Languages

Portuguese (Native), English (Fluent), Spanish (Fluent), French (Conversational), Italian (Basic)

Team Contact Directory

Name	Position	Email	Extension
Carolina Lee Chin	Store Manager	carolina.chin@mistyjazzrecords.com	101
Ishak Soltani	Digital Operations Lead	ishak.soltani@mistyjazzrecords.com	102
Cícero Dias dos Santos	Restoration Specialist	cicero.santos@mistyjazzrecords.com	103
Luís Soeiro	Customer Experience	luis.soeiro@mistyjazzrecords.com	104

Emergency Contacts

In case of emergency when management is unavailable:

1. **Carolina Lee Chin** (Primary) - (555) 234-8901
2. **Ishak Soltani** (Secondary) - (555) 234-8902

For after-hours emergencies, contact the store emergency line: **(555) 234-8999**

This document is confidential and intended for internal use only. For updates or corrections, contact HR at hr@mistyjazzrecords.com