

# Malek Mekdashi

Customer Service Representative

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Dedication is the name of the game; 5 years of it and I've learned a lot and I'm still continuing to learn and grow. Started off as a new teller while going to school in pursuit of a college education, I never expected to stay in the bank for so long. However, I developed many different skills ranging from sales and operational excellence while working in a bank all the way to coding in different languages on a computer. Finally, after graduating college, it is now time to further develop my skills and use them for a better purpose.



## Skills



Sales expertise



Creative problem solving



Administrative support



Good listening skills

Multi-tasking



## Work History

### Customer Service Representative

*Bank Of America, La Palma, CA*

- Provide primary customer support to internal and external customers.
- Maintain customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Offer advice and assistance to customers, paying attention to special needs or wants.
- Assist with complex transactions using overrides and functions requiring additional authorization levels.
- Perform routine openings and closings, maintained clean, accurate and accessible records
- Support the manager and assistant manager with additional job duties.



## Education

### Bachelor of Science: Computer And Information Sciences

*California State University - Fullerton - Fullerton, CA*