



Maziar Jamali Alem

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174 E Montecito Ave Sierra Madre, CA 91024

Profile

Results-driven professional with experience in customer service, sales, building new client relations and contributing to the success of innovative teams.

Experience

INBOUND EXPERT, TARGET CORP; PASADENA,CA – 2021-PRESENT

Stocking and replenishing, Organization skills, Knowledge of safety processes and procedures, Cleaning and facilities maintenance, Customer service, Attention to detail, Equipment operation, Time management

WEBSITE TECHNICIAN, APPLE APPS SUPPORT COMPANY; TEHRAN,IRAN – 2017-2020

Web writing and building with word press for appleapps.ir , Application submission guidelines , Educate team members & clients on new applications via created presentations, Network channel management , Quickly identify problems and implement solutions

SALES & CUSTOMER SERVICE ASSOCIATE, UNOFFICIAL APPLE STORE; TEHRAN,IRAN – 2012-2017

Assist & guide customers towards purchase or product support, "Genius Bar" support, Enhance customer experiences in the store, Stock new incoming products, Contribute to achieving sales goals for the store, Assist manager with inventory support, Train new, associates on customer service skills, Assist manager with new sales initiatives, Assist manager with team member schedules

Education

Asre Nokhbegan Vocational School; Tehran, Iran - Certified Website Developer, 2015 - 2017

Azad Nour University; Tehran, Iran - Bachelor Degree Fluid Mechanical Engineering, 2011 - 2015

Skills

Customer service, Technical knowledge & support , Sales initiatives, Effective communication, Product knowledge, Success driven, WordPress, Server system VPS, Attention to detail, Team player, Web writing, Enhancing client experiences