

MUBARAK ABARA

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CAREER SUMMARY

Motivated self-starter with experience in Customer Service, Guest relations and Information Technology. Proven ability to work within a team, solve difficult situations and provide high level service to clients.

PROFESSIONAL EXPERIENCE

INSTACART, SAN FRANCISCO, CA

Trust & Safety, Data Entry Specialist, Nov 2019 – Jan 2020 (contract)

- Review user submitted data for completeness and accuracy.
- Input user data into an internal database.
- Categorize user data based on pre-set qualitative criteria.
- Identify opportunities to improve efficiency and accuracy of user data.
- Use and review SQL reports for data resubmission and performance.

THE RELATED GROUP, SAN FRANCISCO, CA

Front Desk Concierge, Jun 2019 – Aug 2019

- Greeting residents and external guests at the high rise residential tower.
- Handled all incoming and outgoing mail including preparing, receiving and distributing FedEx, UPS & USPS shipments.
- Assisted with various resident requests by dispatching work orders, which may include electrical, flooring, lighting, HVAC and plumbing.
- Monitored activity in the Lobby.
- Maintained the appearance of the Front Desk area, Lobby, and main elevators.
- Assisted residents with room reservation requests for the Association's common area rooms; coordinate with maintenance and janitorial staff for the scheduling of meeting room setup and breakdown before and after resident use; inspect rooms for damage or misuse before and after each use.
- Assisted the I.T team to maintain front desk equipment, computers, security monitors and online account management softwares.

AMAZON INC., BERKELEY, CA

Independent Contractor Driver, Mar 2018 – May 2019

- Delivered Items such as packages, groceries and food to other establishments, businesses and private homes.
- Sorted items to be delivered according to the delivery route.
- Recorded information, such as items received and delivered and recipients' responses to messages.
- Planned, managed and followed the most efficient routes for delivering of goods.

MILLENNIUM TOWER SF, SAN FRANCISCO, CA

Page/Concierge, Aug 2016 – Dec 2017

- Managed front desk by greeting residents, guests and directing them through the visitor process.
- Delivered packages, groceries, food and luggage etc. to and from units, loading areas, vehicles by hand and by using luggage carts.
- Maintained clean lobbies or entrance areas for residents or guests.
- Set up conference rooms, display tables, racks, or shelves.
- Worked closely with Workplace Operations team like engineering, I.T, valet, security etc.
- Enforced security policy and procedure to ensure a safe workplace
- Answered, screened, and directed phone calls accordingly
- Made events, dining and car charging reservations.
- Received, stored, or delivered luggage or mail.
- Performed office duties on a temporary basis when needed.

THE ALISE SAN FRANCISCO, SAN FRANCISCO, CA
Bellman/Front Desk Agent, Mar 2016 – Jul 2016

- Greeted, registered, and assigned rooms to guests of hotels and escort them to their rooms.
- Provided guests or travelers with directions, travel information, and other information such as available services and points of interest.
- Explained the operation of room features such as locks, ventilation systems, and televisions.
- Inspected guests' rooms to ensure that they are adequately stocked, orderly, and comfortable.
- Transferred luggages, trunks, and packages to and from rooms, loading areas, vehicles, or transportation terminals, by hand and by using luggage carts.
- Verified customers' credit, and establish how the customer will pay for the accommodation.
- Contacted housekeeping or maintenance staff when guests report problems.
- Issued room keys and escort instructions to bellhops.
- Cleaned and maintained lobby and common areas, such as restocking supplies and watering plants.
- Answered inquiries pertaining to hotel services, guest registration, and travel directions, or make recommendations regarding shopping, dining, or entertainment.
- Arranged tours, taxis, or restaurant reservations for customers.
- Prepared for basic food service, such as setting up continental breakfast or coffee and tea supplies.

ADMIRAL SECURITY, CONCORD, CA
Project Assistant (Seasonal Job), Jan 2016 – Feb 2016

- Recruited candidates utilizing a variety of sources to fill open positions.
- Managed and oversaw current employee attendance and performance.
- Provided follow-up correspondence with a sense of urgency to candidates on recruiting status via phone and email.

GARU LIQUOR AND DELI STORE, LOS ANGELES, CA
Store Manager, Jan 2014 – Nov 2015

- Oversee activities directly related to providing services.
- Managed staff by assigning specific duties.
- Planned and directed activities such as sales promotions.
- Determined goods and services to be sold, and set prices based on forecasts of customer demand.

- Performed sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory.
- Planned store layouts or design displays.
- Directed and coordinated activities of the business concerned with the pricing and sales of products.

CLICKS CYBER CAFE, KAMPALA, UGANDA

Owner/Manager , Sep 2011 – Oct 2013

- Assisted customers when they have trouble or questions using computer softwares and services.
- Provided services such as encoding, printing, downloading and all other operations provided by the cafe.
- Troubleshooted different kinds of computer programs, hardwares and softwares.
- Provided excellent customer care.
- Kept accurate records of logs and inventories of the shop.
- Timed customers of the number of minutes or hours they will use the computer or internet.

UK VISA APPLICATION CENTER, VFS GLOBAL , JEDDAH, SAUDI ARABIA

Customer Service Application Agent, Oct 2010 – Jul 2011

- Conferred with customers in person and telephone to provide information about products or services.
- Determined charges for services requested, collect payments and arrange for billing.
- Managed and processed applications according to the company's processing procedure.
- Managed and maintained all back-end data entry processes of applicant's information.
- Assisted and provided high level service and accommodation for VIP applicants in the VIP lounge.

EDUCATION

BANGALORE UNIVERSITY
BANGALORE, KARNATAKA

B.A. Economics and Sociology (May 2004)

ADDITIONAL SKILLS

- Arabic – Business level speaking, reading and writing.
- Tigriyna - Business level speaking, reading and writing.
- Salesforce CRM introductory training (Online Self-study)
- Web Development introductory training (Online Self-study)
- Building Link and Yardi

CREDENTIALS AND LICENSES

- Microsoft Office Diploma - A+ Computer Institute, Asmara, Eritrea (January 2000)
- Web Design Certificate – Manipal Institute Of Computer Education, Bangalore, India (March 2005)
- Graphic Design Certificate - Arena Multimedia, Bangalore, India (December 2004)