

# Milad Tehrani

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Software Engineer with a background in Customer Service with 6+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

## Experience

APR 2022-JUN 2022

### **PREMIUM Support Analyst/ Learning and Development Facilitator, Coinbase**

Served as a subject matter specialist for Coinbase's suite of products, providing premier service and support to our most valued clients. Made informed, data-driven decisions through a detailed understanding of metrics and the business. Chosen to lead new hire customer experience training at Coinbase due to above average Quality Assurance and First Contact Resolution (FCR) scores, as well as proven demonstration of Coinbase's core values and customer service tenets.

OCT 2021 –APR 2022

### **Support Analyst/ Learning and Development Facilitator, Coinbase**

Provided support for Coinbase customers by investigating, troubleshooting, and resolving issues across multiple channels (email, social and/or chat). Managed, prioritized, and responded to Tier 2 issues, inquiries, and escalations. Proactively drove impactful changes across workflows, policies, and tools by working with internal support teams and vendor partners. Communicated with internal and external stakeholders in an effective, tactical, and empathetic manner.

JAN 2020 –OCT 2020

### **Auto Technician, Ford Motor Company**

Provided effective customer service to clients needing assistance with their vehicle. Conducted basic automobile maintenance as well as troubleshooting and diagnosing issues affecting the function of one's vehicle in an efficient manner.

APR 2018 –JAN 2019

### **HR Coordinator, Taylor farms**

Assisted on-boarding and new-hire orientations via system management platforms. Helped curate staff training and development materials. Intermediate experience of HR policies and operational procedures.

AUG 2017 –FEB 2018

**Front End Associate, Costco**

Cashier management and assisting with transactional issues. Provided support on customer returns. Helped maintain the showroom floor to strict guidelines. Managed stock for various products, ensuring inventory accuracy.

OCT 2014 –SEP 2016

**Electronic Machine Operator, Chip Testing Solutions**

Coordinated operational electrical equipment and assisted with customer service. Served as liaison for B2B companies in onboarding and testing software management systems.

**Education**

JUN 2021

**BS in Business Administration (Management Information Systems), San Jose State University**

Maintained a GPA of 3.4.

**Skills**

- Customer Service
- Troubleshooting
- Email and System Ticketing Management
- Team- player
- Hardware Support
- Technical Support
- Computer Systems, Laptops
- Flexible, fast- learner

**Activities**

Member and coordinator of the MIS Student Association (MISA), helping curate tech-leader talks and events for SJSU.