
SUMMARY

A motivated and reliable sales associate with over six years of experience in various industries, such as petrochemical, food, and marketing. Skilled in customer service, communication, and problem-solving. Seeking to leverage my abilities and knowledge to contribute to the growth and success of your organization.

SKILLS

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| <ul style="list-style-type: none">• Customer service• Problem-solving• Sales• Website Development• Cloud (AWS, AZURE, GC) | <ul style="list-style-type: none">• Programming Languages: JavaScript, HTML, CSS, Python• Front-End Framework: React• Back-End Framework: Node.js | <ul style="list-style-type: none">• API Development: RESTful APIs• Collaboration Tools: Slack• Version Control: Git |
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EXPERIENCE

SSH Silver Spring LLC | Bellman Silver Spring, MD | February 2024 –December 2024

- Provide a warm welcome to guests and offer information about hotel facilities, services, and local attractions.
- Work closely with the front desk, concierge, and valet teams to ensure smooth operations.
- Provide support during busy periods, such as check-in/check-out rushes or events.

Jamus Petro Inc. | Sales Associate Silver Spring, MD | October 2023 – January 2024

- Sell and promote petrochemical products and services to customers, such as gasoline, diesel, lubricants, and additives.
- Provide excellent customer service and handle inquiries, complaints, and feedback in a professional and courteous manner.
- Process payments, issue receipts, and maintain accurate records of transactions.

Dunkin Donuts | Delivery Service Washington DC | August 2022 - September 2023

- Delivered orders to customers in a timely and efficient manner, using a company vehicle and GPS navigation.
- Checked the quality and quantity of the products before and after delivery and ensured that they matched the order details and customer preferences.
- Communicated with the store manager and the customers regarding the status and any issues of the delivery.

BP Gas Station | Sales Associate Washington DC | August 2020 - August 2023

- Operated the cash register, scanned items, and processed payments, using cash, credit cards, or coupons.
- Stocked and replenished the shelves, coolers, and displays, and ensured that the store was clean and organized.
- Checked and verified the inventory and reported any discrepancies or shortages to the manager.

East-West Marketing | Sales Associate**Hyattsville, MD | June 2019 - July 2020**

- Collaborated with the marketing team and the clients to ensure the delivery and satisfaction of the products and services.
- Met and exceeded the sales targets and objectives, and generated reports on the sales performance and feedback.
- Keep the store or the workplace clean, organized, and well-stocked.

EDUCATION

Bowie State University |**Bowie, MD**

- Bachelor of Computer Technology and Security (Network Enterprise Infrastructure Track)

Prince George's Community College**Largo, MD**

- ***Associate of Arts in General Studies***
- Awards: Phi Theta Kappa Certification

PROJECTS

- **Networking** — *configure LAN and WAN network.*
- **Cyber Security Projects:** Developed and implemented intrusion detection systems to monitor and protect networks from unauthorized access. Projects included configuring firewalls, analyzing logs, and deploying real-time alerts to enhance system security and resilience against potential threats.
- **Website development:** Created an interactive website featuring a Chatbot, a dynamic resume with a QR code, and an AI-powered assistant for providing quick responses related to my experience, educational background, and skills.
- **Cloud Platform Projects:** Completed hands-on projects across AWS, Azure, and Google Cloud platforms, including account setup, configuration, storage management, and deployment of cloud resources.