

Nathan Andrew Varley



- ☆ E-mail: zero@thezeroworld.com
- ☆ Phone: 1.650.268.4528
- ☆ Cell/Voice: 1.650.999.0382
- ☆ Website: <http://TheZeroWorld.com>

Objective:

My main goal is establish myself as an asset within a good company. To be a part of creating a better future for us all. I am truly a motivated professional who wants to prove himself first and earn the rewards after. To work with a company who takes care of its employees, and realizes that good employees are worth providing a future home to. I find production and profit to be vital in modern business, however, it's the person customers interact with that they will always come back for with proper care and, establishing true rapport. I aim toward generating a solid customer base and respectable partnership with clients I interact with frequently.

I created this resume to read more as a story of my life since you probably usually only read this objective. I hope it is slightly more entertaining than the rest of the stack. I know it's less professional, but, it will get you a better idea of who I am, in contrast, to most resumes. Please feel free to offer me any position you find a good fit for my skillset. Thank you for the consideration.

My Work History:



The Pep Boys Inc. Automobile Repair Service Adviser San Carlos, CA (2014-2015)

I am the automobile repair service adviser and also conduct myself as a general retail and parts manager as well. I assist with diagnosing problems while effectively communicating as the respected line of communication between the mechanics inside the shop and the customers inside the location itself. I am number one overall when it comes down to the sales of the store itself in nearly every sales category excluding retail sales for one month to date this year. Hired as a service advisor I take on the other positions to help out my current team as they are not exactly the most cohesive or team oriented group, I find myself having to pick up the pieces and keep it all together. I personally gross over 50k a month for the company and have a long list of over the top satisfied customers whom I have earned the respect and repeat business from. I am seeking a better future for myself at this point because I am a go getter and self-driven individual and the company itself is at a trivial point and the future is up for grabs. I work very hard and earn the title of being the best the company has to offer here in the bay area, I wish to explore possible better future employment because at this stage I know I have earned it, I care about the people I deal with each day and go far beyond the average employee in order to be the best and provide the best for those I get the pleasure of dealing with. I have top notch people skills, knowledge, sales ability, customer service, management, and problem solving skills, which I demonstrate daily. I am proudly the highest rated employee and am five star customer reviewed on yelp and other forms of social media outlets, which demonstrates my ability to deal with people and solve real problems in a very hard reviewed area such as retail or auto repair itself. I lead by example and bring my best in order to be the actual best.



California Imports
Account Representative/CSR
Redwood Shores(2012-2013)

My Position was essentially the go to guy for all sales and customer interaction. If a client needed desktop support or installation help, I would walk them through it over a telephone. I would answer all questions pertaining to the needs of the customers and troubleshoot all problems in a friendly manner establishing a real partnership with clients. I also would handle all cancellations of orders and attempt to find a solution on how to retain customers. Through my tech and sales background I was able to walk the fine line of being knowledgeable and using that knowledge with an average client who may now have the most technical background. I would say my strongest growth area was the ability to deal with frustrated people and after helping them leave them with a positive and personable point of view towards the company.



Rainsoft International Water Treatment Company
Rehash Director/Manager of Inside Sales/Marketing/QA
Fresno, CA:(2006-2009)

I started off in the marketing department as a CSR for a month or so, the Sales Manager had noticed my ability to interact and communicate with customers. He quickly got rid of one of the other managers who had a failing division and let me restructure it how I felt it should be done. I took this very seriously, and, put my heart into this division. I respected the manager who gave me the office next to him and the owner, I was thankful to be given the respect of having my office right next to those two millionaires. My duties were to manage phone sales and to follow up behind every outside demonstration. Whether it be residential or commercial. I went beyond that and I created the Rehash Sales

Program and was able to implement a program where while my guys did their QA calls, they would lead into asking if they would like the product and what held them back. It always was money or time, so I created various scripts and programs to accommodate troublesome buyers, with deferred finance options, or even drop prices and create value and urgency by offering scenarios such open box trade show display models, scratched systems, dented systems, and more etc. The division profited an extra 300K-500k per year in sales, by establishing rapport and closing people who otherwise wouldn't have been closed due to lack of outside sales production. Position required me training and maintaining an inside sales force and providing the tools and training necessary for the marketing of the products. I was grateful and well paid, however after a few summers in Fresno I realized it wasn't somewhere I had wanted to spend the rest of my life by any means. Being born and raised here in the SF Bay Area, it took a few years away for me to realize how great this being my home really is. I decided to make a needed change when I realized how much I truly missed it here.



TheZeroWorld.com & ZeropopulaR.com
Web Master/Designer/Manager/Salesman
SF Bay Area/Fresno, CA:(2000-current)

I am in charge of all aspects of the business and the internet community within. I am responsible for all customer relations, moderation, and maintenance. The site itself was designed solely by me as well, essentially I built this business from the ground up. The site consists of member reviews, forums, user community, user profiles, tournaments, web design packages, and much more. I also do many other sites for other people as well, from startup businesses to successfully companies looking to expand marketing potential. I have an eBay store for resale business sales, and also to contract print and media jobs online to keep me busy and create some income when I am not working. I use this as an outlet to sort of put my technical skills into, it combines the

computer science aspect of my background with the customer service and artistic ability. It was a full time job originally, however I have built it to be self-sufficient enough that it's now just mainly a hobby with income.



Hyperia Online Gaming Networks
QA tester
Redwood Shores, CA:(2006-2007)

I was a quality assurance and game tester from early creation builds all the way up to release of several games, also mini-games as well. While mainly QA related, several of my ideas and suggestions were later entered into many games in order to help the company achieve its goals of satisfying gamers. I tested with pc, Xbox, and PlayStation platforms, toward the end all projects were pc based MMO format games. I needed work after the other company had been terminated and I always liked video game design. I gained some experience however it was just a temporary position they farm people for these positions and new ones come and go in groups seasonally.



San Francisco Offset Printing
Pre-Press Print Agent
Redwood City, CA:(2002-2003)

Shortly after my tech school graduation I was given an interview by one of the largest print companies in the bay area, I was hired right at out the gate and was in charge of the layout and implementation of all prepress aspects, including contacting customers and helping troubleshoot .PDF issues, receiving all .pdf files error checking them then burning the to image setter plates for the presses. I worked under chaotic deadlines and worked the 3rd shift in charge of "daily's" which is a term used for newspapers, I also was in charge of several magazine print productions weekly, bi-weekly, and monthly. I worked alone

communicating with reporters and other agents for clients in order to hit deadlines and troubleshoot publications with clients in order to get them a satisfactory production of their product. I worked alone and most the pressmen did not speak much English so I learned a lot about communication without the actual ability to speak two languages fluently, I picked up a little Spanish here for the first time and have since then learned more and more. I ended up leaving this company due to the hours and pay, and honestly only took the position thinking I was going to be paid much more then what I was actually paid. There was a miscommunication between the job placement at the tech school and the HR department of the company, however I still gave them all my heart with very little in return and no real advancement available I quickly made the decision to move on to something that I felt a better fit for my long term career.

My Personal Education:

1999-2001 OICW Tech School - Menlo Park, CA:

Received certification in graphic design, web design, and prepress print. Graduated top of my class and 3 months early, also personally was asked to create new versions of the instructors sites and program for the courses. I also donated many hours to working with underprivileged youth a few years younger than myself, I helped them film and create box covers for film productions of project youth.

2008-2009 Canada College - Redwood City, CA:

Attended classes both at night and online in order to further my education in computer animation and design. I also took several classes required for a BA in Computer Sciences.

Computer Program Skills:

Adobe Photoshop CS & CC , Illustrator CS & CC, Dreamweaver CS & CC, Fire Works CS, Flash Pro CS & CC, In-Design, HTML5, CorelDraw, Fractoid, Perfect Pixel, Cinema 4d, Camtasia Studio, Sony Vegas Pro, AVS Video Pro, Pinnacle, VideoPad, Adobe Premiere CS, XSplit, Quark, Swift 3d, XNA Game Developer, Windows 7 & 8 Pro, FTP, myPHP, NetTools 5, Outlook, Excel, PowerPoint, Word, ColdFusion, API integration, and I have basic knowledge of Javascript, HTML, Visual Studio, Arduino, Python, Django, Bootstrap.

Mentionable Skills & Interests:

Soldering, Atmel and PIC microcontroller programming,
☆ Arduino/Galileo programming & development, electronic circuit troubleshooting & modification, cloud networking, photography, video editing, video capture, broadcasting, resale, wholesale, ethical, team player, strong morals, good heart, and I'm truly a one of a kind charismatic contributing member to my team with leadership capability and the ability to motivate and bring teams closer together for cohesive goals in mind while projecting a balance of humor and proficiency into a professional environment. I can balance the fragile medium of friendship and co-worker, along with contributing to my own leader or boss all things that I can without expectations of acknowledgement or need to have verbal praise and recognition. I just want to help make a future for a good a company with a good team whatever my place is within the team I wish to grow together into success.