

KIM NAZARIAN

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SENIOR CUSTOMER SERVICE & ADMINISTRATIVE PROFESSIONAL

Multifaceted and highly driven Customer Service and Administrative Specialist leveraging over twenty years of achievement in all ranges of administration containing medical operations, scheduling and leadership; proven history of directing daily office functions, going above and beyond to deliver comprehensive support; adaptable with multi-tasking talents to thrive in fast-paced settings. With my qualifications and successful experience have poised for the next level of career accomplishment for the position of Front Office Coordinator.

AREAS OF EXPERTISE

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|--------------------------|------------------------|---------------------------|
| ▪ Medical Administration | ▪ Microsoft Office | ▪ QuickBooks/Google Docs |
| ▪ Team Management | ▪ Communication Skills | ▪ Filing & Data Archiving |
| ▪ Customer Service | ▪ Office Operations | ▪ Client Relations |
| ▪ Leadership Skills | ▪ Report Creation | ▪ CA Guard Card |
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PROFESSIONAL EXPERIENCE

San Jose Earthquakes, San Jose, CA

10/2023 – Present

Guest Experience Representative

- Greeting Guests
- Checking bags
- Giving breaks to other employees
- Helping Guests

Amazon Prime Now, Cupertino, CA

05/2023 – Present

Retail Store Associate at Counter + location inside Whole Foods Market

- Processing customers Amazon returns
- Helping people with picking up their packages
- Stowing packages received from Amazon delivery drivers
- Opening and closing of the site

Block Advisors, Menlo Park, CA

12/2023 – 04/2024

Receptionist/ Customer Service

- Answering Phones
- Making, rescheduling, and confirming of appointments
- Scanning Documents
- Checking in Clients to their appointment
- Processing payments
- Keeping the office clean and tidy

Swiss Post Solutions, Santa Clara CA

09/2020 - 05/2022

Client Services Associate at Amazon

- Receiving package and mail and inputting them into the system
- Processing packages to be sent via UPS
- Mailing employee badges to those currently working from home
- Issuing employee loaner badges and visitor badges.
- Giving employee's access to the building if they don't already have it.

Wellness Corporate Solutions, South Bay & Peninsula Areas**02/2013 - 6/2018****Registration Coordinator**

- Verify the registration and receive contestants as well as download the information.
- Fill out forms for applicants with employee number, name, location, email, DOB, age, and height.
- Direct the participate to the next available screener
- Help with Set-up and clean-up of the event.

Amazon Prime Now, Los Altos, CA**01/2020 - 07/2020****Whole Foods Shopper**

- Filling the customer's order in a timely fashion.
- Through the shopper's app processing and packing the order and putting the bag or bags in the right areas while waiting to get picked- up to be delivered to the customer

Maxim Healthcare, San Jose, CA**09/2017 - 11/2017, 09/2019-12/2019****Clinic Administrator**

- Greet clinic participates and have them sign in
- Give the participate their paperwork and them verify that they have filled out the paperwork correctly
- Direct participates to an open flu shot nurse
- Help set up and clean up the clinic

Security Industry Specialist, Sunnyvale, CA**06/2018 - 6/2019****Security Guard at Amazon**

- Verify that employees are badging in with the correct badge and that they have the correct access
- Making sure doors and turnstiles are working properly and if not to reporting it to my supervisor
- Giving breaks and lunches on time to the others guards/specialist
- Greeting the Amazonians as they pass-by my podium

Los Altos Community Chiropractic, Los Altos, CA**08/2017 - 05/2018****Front Desk Assistant**

- Answering phones
- Filing
- Help giving treatments to patients
- Calling patient to come in to get treatment after a period of not being seen

GOOGLE EXPRESS, Adecco/Staff Management-SMX, Mountain View, CA**09/2015 - 09/2016****Store Operator**

- Filling customer orders for several different customers in a timely fashion.
- Ringing up and charging customers for their purchases and packing customers' orders in the correct packaging

CONTEMPORARY SERVICE CORPORATION, San Mateo, CA**08/2003 - 10/2013, 02/2017-6/2018****Event Staff**

- Scanned tickets, ID's for alcohol purchase and directed attendees to seats; accomplished security checks.

BERING TECHNOLOGY, INC, Campbell, CA**06/2004 - 05/2006****Receptionist**

- Directed calls and responded phones; efficiently sorted and checked incoming mails.

EDUCATION & CERTIFICATION**B.S. Degree in Interdisciplinary Studies in Business and Health, 05/2020**

Liberty University Online, Lynchburg, VA

A.A Degree in Liberal Arts, Major: Business and Computer Info Systems, 12/2010

De Anza College, Cupertino, CA

A.A Degree in Liberal Arts, 05/2002

West Valley College, Saratoga, CA

Medical Office Certificate Program, 06/2011