

Fraaz Nagori

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Objective

Seeking a challenging career with a progressive organization that will utilize my skills and expand my abilities and knowledge in organized management, product management, operations, customer service, personal development, and/or purchasing and buying.

SKILLS

- Inbound/Outbound Business-to-Business Sales
- Professional Verbal and Written Communication
- MS Excel, Word, Outlook & Net-suite
- Active Listener
- Multi-Tasking

EXPERIENCE

Computer Care/Convenient repair services

February 2012 –September 2012

Warehouse Manager/Office assistant

Palo Alto, CA

- Provide exceptional customer service to customers by responsibly communicating product lines, features, and benefits.
- Receiving of computer parts for repairs and distributing them to the assigned technician and achieving deadlines for shipping back defective core part for reimbursement. All records kept in database of computers to keep track of any discrepancies.
- Update the client through email; follow ups, and trouble-shoot with client through-out the repair as it completes.
- Effectively communicate with internal management team to provide most efficient and satisfying experience for all clients through Net-suite, inventory count, product pricing, shipping, receiving, & distribute computer parts.
- Communicate with vendors to ensure adequate inventory to proactively eliminate any delays in repair process.

AT&T Yellow Pages/Directory Distributing Associate

March 2011 – January 2012

Administrative Assistant/Call Center

Through-out, CA

- Conduct inbound and outbound calls confirming product delivery and carrier appointments/trouble-shoot.
- Educate carrier on ethical delivery procedure and contract terms and conditions, and answer product questions.
- Schedule follow-up calls for customers who do not have their product during the delivery project.
- Receive and count inventory daily, maintain, clean and organize warehouse daily, distribute books to carriers for delivery projects.
- Recommend and promote The Real Yellow pages services.
- Meet and exceed monthly quotas: accomplishing five consecutive months of top performer surpassing criteria.

B & W Market/ES Check Cashing

January 2009 – March 2011

Assistant Manager/Cashier/Customer Service

Sacramento, CA

- Provide administrative support to the general manager and manage executive inventory decision.
- Coordinate with customers to obtain suitable inventory/product for the store.
- Organize, Receive, Re-stock, Price, Count the inventory and input data info onto POS system/QuickBooks.
- Create and present various sales reports to the store manager and employees to better understand where business levels stand and what areas needed improvement.
- Communicate with vendors to ensure adequate inventory to proactively compete with competitors.
- Calculate and distribute bonus spreadsheets for store crew and to resolve any discrepancies.

EDUCATION

American River College, CA
Oakmont High School, Roseville, CA

2008 – 2010
2007 – 2008