

PROFESSIONAL EXPERIENCE

Amazon/Best Buy | Amazon Expert, VPL

Oct 2017 - Present

- Vendor provided labor (VPL) by Amazon, Inc., operating out of Best Buy retail location, in a customer-facing role
- Expert on Amazon product ecosystem
- Focus on exploring a customer's situation and providing a full customer solution customized for them including Amazon products and complimentary smart home products based on what I learned
- From job start to present day, sales productivity earnings have been on a constant upward trajectory

Best Buy | Mobile Sales Consultant

Aug 2017 - Oct 2017

- Mobile department expert, including the sale of Apple products like iPhones, iPads, Apple Watches, AppleCare+
- Making sure to empower the customer with the knowledge about accessories and protection plans like Geek Squad and Apple Care, and informing them of the benefits of complementary products
- From job start to end, sales productivity earnings had been on a constant upward trajectory

Sunglass Hut | Sales Consultant

Aug 2016 - Feb 2017

- Role involved consultative sales in a retail environment, helping customers choose a product that is best for them
- Sales strategy heavily focused on first learning about customers needs, purposes, unique situation and past experiences with product/competitive products to optimally guide their buying journey

Diablo Valley College | Teaching Aide & Student Tutor

Jan 2014 - Jan 2015

- Went through an intensive certification process granted by DVC
- Worked with multiple students building relationships over a semester
- Process-driven sessions: initial sessions centered on gaining a complete understanding (via a concrete process) of the student's needs, ability in & approach to the subject matter
- Subsequent sessions focused on achieving customized student objectives set after the evaluation portion of the process

EDUCATION

San Jose State University | San Jose, CA

- **B.S. in Business Analytics: Expected Graduation May 2019**

De Anza College | Cupertino, CA

- **A.D.T. Business Administration - 90 units earned towards B.S. in Business**

ACTIVITIES

Speech & Debate | Intercollegiate Award-winning Speaker & Debater

- Composed informative and persuasive speeches that I competed with in collegiate forensic competitions, winning awards at every competition, up to the first place level
- High-intensity debating of current event topics, winning awards up to the finalist level
- Created a personal process that I constantly iterated on for writing and performing, measuring the results of various competition strategies

ADDITIONAL INFORMATION

Languages: Urdu/Hindi (fluent)

Interests: Feminism, the art of making the perfect biryani, infrequent yet enthusiastic Bollywood wedding dancer