



FARZAD ZADEH

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Professional Summary

EXECUTIVE ADMINISTRATIVE PROFESSIONAL OFFERING VERSATILE OFFICE MANAGEMENT. RESULTS-ORIENTED AREA SALES MANAGER EXCELLING IN IDENTIFYING CUSTOMER NEEDS AND PROVIDING SOLUTIONS. BUILTS LOYALTY AND LONG-TERM RELATIONSHIPS WITH CUSTOMERS.MOTIVATES SALES TEAMS TO EXCEED SALES GOALS.APPLE HARDWARE REPAIR TECHNICIAN WITH 7 YEARS IN SALES,CUSTOMER SERVICE AND PERSONNEL AND PAYROLL MANAGEMENT.DRIVEN TO EXCEED GOALS AND EXPECTATIONS.

Experience

RESTAURANT MANAGER | 01/2020 - Current

IRANI CAFE - Pune, INDIA

- Correctly calculated inventory and ordered appropriate supplies.
- Recognized and formally acknowledged outstanding staff performance to boost company morale and productivity.
- Actively participated in ongoing customer service programs.
- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Led and directed team members on effective methods, operations and procedures.
- Continuously evaluated business operations to effectively align workflows for optimal area coverage and customer satisfaction.
- Carefully interviewed, selected, trained and supervised staff.
- Tendered customer orders at point-of-sale using payment information provided and activated any customer rewards accounts for best price availability.
- Consistently met deadlines and quality goals for accuracy and timeliness.
- Developed, implemented and managed business plans to promote profitable food and beverage sales.

ADMINISTRATIVE ASSISTANT NATIONAL SALES MARKETING DIRECTOR | 05/2014 - 02/2019

APPLE STORE KASHANAK - TEHRAN, IRAN, IRAN

- Screened applicant resumes and coordinated both phone and in-person interviews
- Answered and managed incoming and outgoing calls while recording accurate messages
- Helped distribute employee notices and mail around the Store
- Maintained a clean reception area, including lounge and associated areas
- Obtained signatures for financial documents and internal and external invoices
- Managed Store supplies, vendors, organization and upkeep
- Placed special merchandise orders for customers
- Coordinated between billing department and customers to resolve problems
- Sold \$5500 in Apple Products per Day

- Accurately logged all daily shipping and receiving orders
- Processed cash and credit payments rapidly and accurately
- Ordered necessary supplies and parts to repair malfunctioning hardware
- Repaired and replaced hardware
- Trained both internal and off-site users in repairing and resolving recurring issues
- Set up and configured hardware and software on Apple equipment
- Restored data, operating systems, files, documents and drivers.

HARDWARE TECHNICIAN | 03/2010 - 05/2014

- APPLE STORE NIYAVARAN - TEHRAN, IRAN
- Implemented marketing strategies which resulted in 80% growth of customer base
- Developed new process for employee evaluation which resulted in marked performance improvements
- Worked directly with Apple Products Distributors, Apple Hardware Parts, Apple
- Accessories & Gadgets
- Installed machinery, equipment and new and replacement parts
- Maintained shop, company equipment and inventory
- Created a database of all equipment models and serial Numbers
- Followed up on all outstanding service requests
- Frequently diagnosed mechanical problems and determined how to correct them.

Core Qualifications

- Desktop and laptop repair
- Mobile data devices installation
- File transfers expert
- Strong communication skills
- Self-starter
- Focused
- Patient
- Innovative thinker
- Accurate and detailed
- Employee training and development
- Excellent work ethic
- Cash handling and management
- Retail merchandising experience
- Exceptional time management skills
- Positive and friendly
- Strong interpersonal skills
- Strong conflict resolution skills

Education

B.T.Sahani Navin Hind High School - PUNE, India | Secondary High School