

Czar Abdul-Azim

azimczar@gmail.com | (404) 551-0766 | Atlanta, GA

SUMMARY

Dedicated professional with a strong background in customer relations and problem-solving. Adept at managing high-volume calls and providing exceptional service in fast-paced environments. Seeking a role as an On-Site or Remote Customer Service and Sales Representative; brings expertise in communication, sales, and customer satisfaction. I have 2 years+ of experience in both fields of work.

WORK EXPERIENCE

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| Publix
<i>Closing Stock Associate</i> | Atlanta, GA
Nov 2023 - Present |
| <ul style="list-style-type: none">Efficiently replenish inventory on the sales floor and in storage areas, ensuring optimal stock levels while delivering exceptional customer service and completing tasks within established timeframes. | |
| PRIMA ATLANTA
<i>Shipping Logistics Coordinator</i> | Atlanta, GA
Apr 2023 - Nov 2023 |
| <ul style="list-style-type: none">Coordinated shipping logistics by mastering bin shipping procedures, generating labels, and enhancing customer service through responsive after-hours support and collaborative assistance to team members. | |
| Spectrum VOIP
<i>Sales Representative</i> | Atlanta, GA
Dec 2022 - Apr 2023 |
| <ul style="list-style-type: none">Enhanced communication abilities through effective appointment setting with prospective clients, employing varied engagement tactics to promote services. | |
| Assurance Wireless Phone Campaign
<i>Account Manager</i> | Atlanta, GA
Jun 2022 - Dec 2022 |
| <ul style="list-style-type: none">Managed a commission-based sales role, organizing local events to promote a government-funded phone service, enhancing skills in teaching, communication, and consistently meeting sales quotas. | |
| Metro by T-Mobile
<i>Sales Representative / Assistant Manager</i> | Atlanta, GA
Sep 2021 - Jun 2022 |
| <ul style="list-style-type: none">Elevated store performance by driving sales and providing exceptional customer service, while simultaneously training team members and managing store operations, resulting in enhanced leadership and communication abilities. | |
| Publix
<i>Front Service Clerk</i> | Atlanta
Jun 2020 - Sep 2021 |
| <ul style="list-style-type: none">Provided exceptional customer service by efficiently bagging groceries and assisting patrons with carry-out service, honing interpersonal communication skills and workplace discipline. | |
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EDUCATION

North Atlanta High School High School Diploma	Atlanta, GA May 2021
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CERTIFICATIONS

Microsoft Word Specialist, NAHS	2021
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SKILLS

Communication skills • Active listening • Sales proficiency • Problem-solving • Customer relationship management (CRM) software • Time management • Adaptability • Conflict resolution • Multitasking • Technical proficiency with remote tools