

Nader Gharatappeh

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Dynamic and motivated professional with three years of experience in sales, operations, logistics, and senior leadership. At 24 years old, I have demonstrated a strong commitment to success and a passion for helping those around me excel. I approach every business challenge with a mindset of ownership, treating the company's resources with the utmost care and responsibility. My relentless curiosity and dedication to continuous learning drive me to seek new knowledge and growth opportunities. Eager to leverage my skills and experiences to contribute effectively to your organization's success.

Skills

- Excellent written and oral communication skills
- Problem Solving
- Teamwork
- MS Office Proficiency
- Product Knowledge
- Brand Awareness
- Customer Service
- Adaptability
- Bilingual

Work History

Ambassador to Fashion

Paired Up, Newport Beach, CA (Part-Time)

August 2024-Current

- Greet and assist customers, answering questions and offering advice on sneaker models, brands, and sizing
- Maintain an extensive knowledge of high-end sneaker brands and apparel, pricing, history, and special releases
- Provide personalized recommendations, upselling accessories and cross-selling rare sneakers to elevate the customer's shopping experience
- Help customers try on sneakers, ensuring proper fit, and share insights on style trends and functionality
- Replenish shelves and displays as products sell, ensuring the store always looks its best and is fully stocked
- Maintain a well-organized backroom making it easy to retrieve products for customers
- Ensure that the store's displays and sneaker selections are aesthetically pleasing and reflect the latest

Sales Representative

Cellpoint, Newport Beach, CA

February 2021-August 2024

- Established and maintained strong relationships with clients to drive sales and meet revenue targets
- Utilized CRM software to track customer interactions and identify potential leads for follow-up
- Managing multiple customer accounts ensuring customer satisfaction through post-sales support
- On boarded a customer with total sales over \$1,000,000 USD
- Coordinating exhibition booth at an industry-related convention

Logistics Coordinator

Cellpoint, Mexicali, Mexico

February 2021-February 2022

- *Coordinating imports/exports of parts, consumables, and electronics through a 3PL*
- *Managed and coordinated transportation logistics for timely and cost-effective delivery of goods to many locations*
- *Communicated with vendors, suppliers, and internal to ensure smooth coordination of inventory and materials*
- *Resolved logistics issues and discrepancies in a timely manner to ensure customer satisfaction and on-time delivery*
- *Maintained excellent working relationships with customers by efficiently responding to inquiries and complaints*
- *Built and established relationships with staff and vendors*
- *Negotiated contracts to secure favorable rates and terms*

Head Waiter

Pappas Burger, Houston, TX

February 2019-February 2021

- *Use POS system to process cash, credit, debit, and gift card payments*
- *Serve food and beverage orders to [~50] customers per shift*
- *Support other servers and kitchen staff by completing side work, such as cleaning, restocking, and food running*
- *Proactively learn new seasonal food and cocktail menus and ingredients*
- *Oversee shifts of [5-10] servers while attending a section*
- *Responsible for cash in the cash registers which must be reconciled at the end of each shift, pay out other servers*
- *Bussed and reset tables to keep dining room and work areas clean*
- *Trained staff members on use of POS system and restaurant processes/policies*
- *Maintained customer satisfaction with timely table check-ins to assess food and beverage needs*

Racket Stringer

Tennis Express, Houston, TX

October 2019-February 2019

- *Installing strings on rackets according to specifications, and may also include identifying damage or defects*
- *Selling and providing information on rackets, apparel, shoes, and accessories*
- *Greeting customers at the front door*
- *Restocking merchandise*

Education**University of Houston at Houston, TX**

Bachelor of Business Administration in Entrepreneurship (Expected in May 2026)

Languages

Spanish

Farsi