

NADIM UKANI

Phone: (404) 823-8715 | Email: nadim@ukani.net | Website: www.nadimukani.com

Address: 4311 Peachford Circle, Atlanta, GA 30338

PROFESSIONAL SUMMARY

High-performing individual with 7 years of experience in sales, support and training. Consistently recognized for leadership, exceeding goals, and high service levels impacting team successes; works independently; driven by high standards to do the best in all projects assigned.

EXPERIENCE

NALLEY LEXUS

Service Consultant

Smyrna, Georgia
September 2015 - Current

- Generated service order estimations for clients and built a rapport with the customer to increase sales retention.
- Built a personal clientele base with clients providing a personalized feel to satisfy their needs.
- Scheduled appointments and maintained an organized schedule.
- Conducted post-repair follow-up and resolved customer concerns.
- Maintained customer service skills to always please the client in a fast-paced environment.

WORLD TOYOTA AND SCION

Assistant Service Manager

Chamblee, Georgia
September 2014 – September 2015

- Wrote clear and concise instructions for the technician based on the client's needs.
- Resolved customer concerns and complaints in a professional and courteous manner.
- Maintained a fast paced, working environment with limited supervision.
- Exceeded sales and customer satisfaction scores for 12 consecutive months with top results and sales retention.

OASIS WIRELESS (T-MOBILE)

Store Manager

Atlanta, Georgia
October 2012 – September 2014

- Helped associates build strong relationships with their clients and make expert recommendations.
- Hired, trained and developed a team and made staff adjustments as needed.
- Ensured that store exceeded sales goals set forth by the company.
- Oversaw all store functions from sales and inventory to the implementation of new store programs and initiatives.

APPLE, INC.

Family Room Specialist/Genius

Atlanta, Georgia
August 2010 – October 2012

- Diagnosed and repaired customer's Apple devices including but not limited to Mac's, iPhone's, iPad's, and iPod's.
- Trained customers to efficiently use their Apple products to better their lives in a one-on-one and group training environment.
- Trained new employees and conducted team meetings for managers.
- Was a valuable resource to managers and co-workers on technological expertise and customer management skills.

APPLE, INC.

Red Zone Specialist

Atlanta, Georgia
August 2010 – October 2012

- Greeted and assisted customers with their questions and requests.
- Found the best fit for customer's needs while following the Apple steps of service.
- Exceeded sales, warranty, and OnetoOne (personal training) goals set forth by the company.
- Promoted within to the Family Room Specialist/Genius position.

EDUCATION

GEORGIA STATE UNIVERSITY, BUSINESS ECONOMICS

Bachelor of Business Economics

Atlanta, Georgia
August 2010 – Current

SKILLS/INTERESTS

SALES: Top sales in product and warranty while working at Apple, T-Mobile, and World Toyota and Scion.

ACHIEVEMENTS: Employee of the month award presented for 12 consecutive months while at World Toyota and Scion.

SOFTWARE: Troubleshooting Mac, Windows, Android, and iOS systems. Group and OnetoOne training.

TECHNICAL: Experience in mobile and computer troubleshooting and repairs.

CERTIFICATIONS: Apple Technician, Toyota ASM, Lexus Elite, T-Mobile Technician.

ACTIVITIES: DIY electronic modifications for efficiency, DIY vehicle modification and repairs/maintenance.