Brian Serein

9000 SW 80th Street, Miami, Florida 33173
305-215-7908 | bserein22@gmail.com

EDUCATION

Boca Code **Boca Raton, Florida**
Software Engineering Career Course January 2022 to March 2022

Google Data Analytics **Remote**
Data Analytics Career Course June 2021 to December 2021

University of Miami **Miami, Florida**
Bachelor of Science: Business Administration January 2016 to December 2019

WORK & LEADERSHIP EXPERIENCE

Hertz **Miami, Florida**
Assistant Manager February 2021 to November 2021
- Increase customer satisfaction from 12% to 87% within 3 months.
- Decreasing the amount of direct billing holds from 120 to under 10.
- Reached and exceeded weekly sales goals.
- Answering phones and prequalifying customers, reviewing the rental parameters to ensure a complete understanding of the rates and service charges.
- Maintaining Covid-19 safety protocols including sanitizing all car rentals that are returned, about to be rented out, and assisting with custodial duties.

Amazon **Miami, Florida**
Shopper Team Member February 2020 to June 2021
- Assist Manager with daily tasks, shopping compromising with what to buy if it is out of stock.
- Maintain the safety protocols and following Covid-19 instructions in work areas.
- Respond to customer inquiries requests, resolved issues efficiently and professionally.
- Performed multiple tasks, handled escalations, time critical issues, maintained records.
- Includes packaging, labeling, scanning, inventory, restocking and customer drop offs.
- Train new staff.

Blue Condo **Miami, Florida**
Concierge March 2020 to November 16 2020
- Maintain inventory logs for vendors, deliveries and packages for building
- Responsible for updating contact information for owners/residents/tenants' information into AKAM System
- Research complex issues regarding delivery follow-up and order tracking.
- Respond to resident/owner inquiries requests, resolved issues efficiently and professionally.

SKILLS, ACTIVITIES & INTERESTS

Languages: English and Spanish
Technical Skills: Tableau, SQL, R, JavaScript, HTML, CSS, SCSS, React, Firebase, MongoDB, Git, Express, React-Native, Typescript, Python, Quality Assurance, Test Driven Development, Jest, Clean Coding, AWS
Certifications & Training: Sales Training Course, Sailing License
Links: LinkedIn: www.linkedin.com/in/brian-serein github: www.github.com/bserein