## **Brian Serein**

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#### **EDUCATION**

**Boca Code** Software Engineering Career Course

**Google Data Analytics** Data Analytics Career Course

**University of Miami** 

Bachelor of Science: Business Administration

#### **WORK & LEADERSHIP EXPERIENCE**

Hertz

#### Assistant Manager

- 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

#### Shopper Team Member

- 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**

#### Concierge

- 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

LinkedIn: www.linkedin.com/in/brian-serein Links: github: www.github.com/bserein

**Boca Raton, Florida** 

Remote June 2021 to December 2021

Miami, Florida January 2016 to December 2019

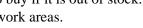
February 2021 to November 2021

#### Miami, Florida

February 2020 to June 2021

### Miami, Florida

March 2020 to November 16 2020



January 2022 to March 2022

# Miami, Florida