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

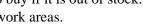
February 2021 to November 2021

Miami, Florida

February 2020 to June 2021

Miami, Florida

March 2020 to November 16 2020



January 2022 to March 2022

Miami, Florida