

Rami Abuismail

Customer Service Representative/Manager

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PROFESSIONAL SUMMARY

Dedicated, analytical, results-oriented professional with superior attention to detail and highly ethical nature. Extremely well-versed in industry regulations and asset protection strategies. Dedicated to maintaining optimal security and customer satisfaction while meeting ambitious sales targets.

PROFESSIONAL EXPERIENCE

SKILLS

Fluent in English
and Arabic
Microsoft Office
CRM Software
Cash Counting
Customer Correspondence
Client Relations
Conflict Resolution

Office Manager Landmark Windows & Doors 08/2024-Present

- Oversee the seamless day-to-day operations of the office, ensuring efficiency, organization, and a positive work environment that fosters productivity and collaboration across all teams.
- Skillfully manage office supplies, equipment, and resources, ensuring that all assets are fully optimized and available, minimizing downtime, and maximizing operational efficiency.
- Serve as a key point of contact for senior management, coordinating executive schedules, meetings, and business priorities with precision, ensuring all logistical needs are met with finesse.
- Lead a dynamic administrative team, fostering a supportive and proactive atmosphere while guiding individuals to exceed performance expectations and contribute to company-wide goals.
- Cultivate and maintain strong relationships with external vendors, service providers, and key stakeholders, negotiating contracts, managing agreements, and ensuring smooth and effective business operations.

EDUCATION

Associates Degree-Cyber
Security 2019-Germanna
Community College
Pending-Bachelors in Cyber
Security 2019-Present

General Manager Pit Stop Diner, 2021 – 08/2024

- Directed the daily operations of the restaurant.
- Recruit, interview, and hire team members, conduct performance appraisals, take disciplinary action, motivate, and train.
- Control profit & loss, by following cash control/security procedures, maintaining inventory, managing labor, reviewing financial reports, and taking appropriate actions.
- Accomplishing financial objectives in budgeting analyzing, preparing, and maintaining proper serving protocols and procedures of staff members.
- Maintain fast, accurate service, positive guest relations, and ensure products are consistent.

Teller, PNC Bank, 2020– 2021

- Coordinated with high-performance teams, liaising with internal professionals to exceed goals, meet customer needs & maintain rules and regulations.
- Assisted customers in bank operations, including opening accounts, accessing safe deposit boxes and ATM operations.
- Counted large amounts of cash in daily funds with manual and machine-assisted methods.
- Identified and eliminated errors when balancing ATM transactions, teller cash dispensers and teller cash recyclers.
- Received cash and checks for deposit, including verifying amounts and endorsements and examining cash to prohibit acceptance of counterfeit bills
- Shadowed a customer service representative to gain hands-on experience in opening customer accounts.

E-Commerce Store Representative, JCPenney 2017-2020

- Consistently met sales goals with an emphasis on client satisfaction.
- Develop and execute strategies for lead generation, sales, pricing, and all other matters related to revenue generation while setting and managing customers' expectations.
- Personally pursue and close key sales opportunities, managing the sales process
- Build professional and trusting relationships with key customers, leverage existing relationships.

Cashier/Front Staff-Danny's Pizza and Subs 2016-2018

- Accurately processed transactions and recalculated the cash amount at the end of the day in comparison to the total sales of the current day.
- Delivered menu times to customers quickly and accurately to provide a great customer experience.
- Projected a friendly and professional personality to 200+ customers daily.
- Followed food safety procedures closely to adhere to state policies and regulations.