

# Ashes Sharma

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## Education

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**San Jose State University** 2021 - 2025

Undergraduate in Management Information Systems

- Organizational business project: Fundraised money to donate Christmas presents to under-privileged youth through a non-profit organization, Family Giving Tree
- Business Innovation Project: Assisted in finding cost-effective solutions for a non-profit organization, Energie Rich

**Albany High School** 2017 - 2021

- Youth and Government, Apellete Court
- Varsity Soccer Team (2018 - 2020)

## Work Experience

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**Apple Inc.** Remote  
At-Home Advisor May 2023 - Present

- Advised Apple customers through voice call
- Diagnosed and resolved software and hardware issues for various Apple products.
- Maintained accurate records of customer interactions and issue resolutions.
- Strived to deliver exceptional service, empathizing with customers and providing an effective solution
- 96% customer satisfaction rate
- 80% issue resolution rate

**Albany Berkeley Soccer Club** Albany, CA  
Recruiting Assistant, Head Coach December 2017 - June 2021

- Promoted given growth in experience and coaching skills to support higher level, competitive teams
- Assisted in recruiting 4 teams, a total of around 50 players, by leading try-outs and comparing notes with other coaches to assess the level of players
- Coached multiple teams in high-level youth competitions
- Grade 8 referee certification

## Skills

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Microsoft Excel

MySQL

Team leadership

Microsoft Word

SEOs

Communication

Python

Business Development

Operations management