

Jason Najar

Personal Info

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Skills

Customer Experience, Customer Service, Effective communication, Collaboration, Cash Handling, and Responsibility

Experience

Apple Retail/Specialist

August 2023 - PRESENT, Santa Clara

- Providing exceptional customer experience in the Product Zone
- Used Apple's Steps-of-Service to create personalized customer solutions, advocating for every need and want for the customer
- Attaching customer's product with AppleCare+ service, aiming to link each product with the service 70% of the time
- Collaborated with fellow specialists to create a friendly and welcoming environment for each and every customer

Nike Inc./Athlete

October 2022 - August 2023, Milpitas

- Assisted Customers on sales floor in finding and selecting products, provided distinctive recommendations for customer wants and needs
- Assessed, stocked, and replenished sales floor with new products when needed, during all times of business
- Facilitated the needs of the back of house, organization of products, prepared and processed incoming shipment of products
- Supported front-end of store, Ringing up customers and clarifying general questions about pricing and promotions, also assisted customers with returns and defective products
- Built customer relationships for the company through linking transactions at 80% rate, gaining an average of 4 membership per shift
- Provided the customer experience of the store, improving stores OSAT and receiving 85% or more in customer service feedback surveys

Jamba Juice/ Shift Lead

February 2021 - September 2022, San Jose

- Oversaw store during business hours, along with managerial tasks, POS, customer escalations, safety deposits
- Recruited and interviewed for incoming applicants and team members
- Trained newly hired team members in POS Usage, recipes, cleaning procedures, food preparation, and customer experience
- Conducted and submitted store's Inventory
- Coordinated with upper management and fellow shift leads in schedule changes, adjusting in employee hours, and status of

Education

San Jose State University

August 2023 - Present, San Jose

Bachelor's Degree, Management Information Systems (In Progress)

GPA 3.5

Evergreen Valley College

June 2021 - May 2023, San Jose

Associate In Science for Transfer (AS-T) Degree, Business Administration

Associate in Art for Transfer (AA-T) Degree, Economics

Cum Laude, Dean's List, GPA 3.6

Certifications

Foundations of Project Management

Google, Coursera,, Completed June 14, 2023

Described project management skills, roles, and responsibilities across a variety of industries

Explained the project management life cycle and compare different program management methodologies

Defined organizational structure and organizational culture and explained how it impacts project management.