

Jad Ghannoum

Dear Hiring Manager,

Thank you for taking the time to read my application for your company. I am a 24 year old college student who is currently looking for work within the technology industry.

I am hardworking and efficient. I work well with others and I treat all customers/employees with the utmost respect to make sure I can help them as much as I can. I am bilingual, with English as my primary language and Arabic as my 2nd. I can speak Arabic on an intermediate level and I'm capable of having a conversation.

In terms of technical skills, I have the ability to build and maintain computers. I have experience building computers for others and have often assisted others with their computer issues. I am very familiar with operating a computer and have experience in the entirety of the Google and Microsoft suite of applications. I am also experienced with cashiering and I have worked with multiple types of POS systems. I also have a good understanding of current day social media. I am also in the process of studying computer networking and management of networking systems. I work very well with customers and have worked multiple positions that allow me to offer support for technical problems.

My previous positions have all been wonderful experiences, and I learned a lot from them. I will use everything I have learned from there to continue my career in the tech field and hopefully your company can also be a part of my journey. I hope you consider me for the position and thank you for taking the time to read this.

Sincerely,

Jad Ghannoum

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Skills

Friendly and Helpful with customers
Very good at support roles and assisting others
Understanding of computers
Understanding of social media
Ability to build, maintain, and fix computers.
Organizational Skills
Retail Experience
Customer service/support experience
POS and Cashiering Experience

Experience

Apple, Cupertino — At-Home Support Advisor for iOS

May 2022 - Current

After a break to focus on my college work, I am currently working at Apple as an At-Home Support advisor for iOS and it has been a wonderful experience. I have gotten a lot of knowledge on how to be a better support for my team and the customers I interact with on a daily basis. The experience so far has been very lucrative in terms of knowledge and my understanding of the industry I would like to be a part of is only increasing.

Tesla, Dublin — Seasonal Sales Associate

March 2020 - April 2020

I worked at Tesla in Dublin near the end of their quarter. It was a very fulfilling job and I wish to go back. I worked in every corner of the dealership. I sold and delivered cars, I had cleaned the interior and exterior of them, I assisted customers with sales and provided information on the cars. I also assisted with information on the solar energy service that Tesla provided as well as future products. I unfortunately had my work there come to an end due to COVID-19.

Gamestop, Livermore — Seasonal Sales Associate

September 2018 - January 2019

I returned to Gamestop for another seasonal position. The job was the exact same as the last time I worked. I was a sales associate and worked the cash register a majority of my time there. I once again stopped working there when my contract ended.

Best Buy, Dublin— *Seasonal Sales Associate*

August 2017 - December of 2017

I worked at Best Buy as a seasonal employee. I was a sales associate in the computer department of the store. I was moved around between Windows and Apple products while I was there and was able to sell both perfectly fine. I was offered to stay after my contract expired but wasn't able to due to conflicts with school.

Gamestop, Livermore— *Seasonal Sales Associate*

September 2016 - January 2017

I was hired at Gamestop as a seasonal employee. I was a sales associate at this job. I assisted customers with their purchases and answered any questions they had. When I wasn't doing any of this, I was organizing the store to ensure a safe and friendly environment for any customers walking in. I stopped working there once my contract had ended.

Calvin Klein, Livermore— *Sales Associate*

June 2015 - November 2015

I worked at Calvin Klein for around 6 months. It was my first ever job and it was a good experience. I learned the basics of customer handling and I enhanced my organizational skills. I had to leave the position due to conflicts with school at the time.

Education

San Jose State University, San Jose CA

January 2022 - Current

I am currently attending San Jose State University with a major in Engineering Technology with a concentration in Computer Networking Systems Management and a minor in Business. I am also taking my remaining General Education courses at Foothill College online.

Foothill Community College, Los Altos CA

January 2020 - Current

I am still attending Foothill college online in order to complete my general education and lower division requirements. The majority of my classes are being taken at San Jose State University.

Ohlone Community College, Fremont CA

August 2019 - December 2019

I attended Ohlone college to help complete my general education and transfer requirements. I changed majors there and started attending Foothill online.

Las Positas Community College, Livermore CA

August 2016 - August 2019

Las Positas is the first community college I attended. I am currently pursuing a degree in Graphic Design. I plan to transfer schools later.

Granada High School, Livermore CA — *High School Diploma*

January 2015 - February 2016

I attended Granada High School when I moved to Livermore in 2015. I completed about a year of my high school career at Granada High before returning to my old school.

Milpitas High School, Milpitas CA — *High School Diploma*

August 2012 - December 2015

February 2016 - June 2016

Milpitas High School was the school that I had started and completed my high school career. I attended 3 years of high school here and a year at Granada High School to achieve my high school diploma.

Language

Main: English

Secondary: Arabic