

# Michael Chang

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## Summary

- Exceptional customer service and interpersonal skills.
- Great verbal and written communication skills.
- Responsible and goal-orientated - excels at project management.
- Friendly, personable, and respectable. Thrives in team environments.
- Highly adaptable to new environments and eager to learn new things.
- Comfortable in leadership roles. Consistently able to find creative ways to move the team forward.

## Experience

### Real Estate Property Manager

*JSMK LLC, Real Estate Management*

SF Bay Area, CA — 2012-Present

- Managed and carried out extensive renovation projects for apartment complexes, houses, and commercial properties. This resulted in extremely quick turnarounds, increased higher property value, and satisfied clients (owners). Projects and management tasks included: expense management and disbursement, completing interior overhauls, supervising interior/exterior painting jobs, contracting employees, and solving various logistical problems.
- Day-to-day management of properties and tenants: 4- Unit Apartment Complexes, 1x Commercial Property, 2x Residential Properties.

### Owner Advisor

*Tesla Inc., Customer Service & Product Sales*

SF Bay Area, CA — 2016-2018

- Started as a Customer Experience Specialist, provided general customer service tasks all the while addressing any customer questions about Tesla and its product lineup.
- Promoted to Owner Advisor position (sales orientated), achieved top Owner Advisor (peak), and consistently stayed within top 5 position for Model S/X orders (rolling) across all of North America and Canada. This positively impacted Tesla by exceeding sales goals and contributing to profitability.
- Daily workflow: Took in potential leads, organized test drives, co-piloted the test drives, addressed any expectation, lifestyle, or financial concerns, maintained solid communications through back-end logistics and to

customers, then guided customers to their delivery and beyond-sale customer support.

- Active customer pipeline consisted of anywhere from 30~50 people. This ensured time optimization and consistently high sales output.
- Provided the highest level of customer service and maintained a very high customer satisfaction rating. Developed many professional relationships, repeat customers, and referrals.
- Trained many newly hired Customer Experience Specialists and Owner Advisors and helped develop their skills to become highly successful. These Owner Advisors all achieved top spots in the leaderboard.

### **Customer Care & Sales Specialist**

*Apple Inc., Retail*

**Pleasanton, CA — 2010-2011**

- Consistently maintained the top Net Promoter Score (NPS - Customer Satisfaction Score) within California.
- Consistently achieved sales ranking within the Top 5 in the store.
- Provided high-quality customer support including answering all customer questions, solving technical problems, supporting business customers, and selling Apple products.
- Steadily progressed responsibilities by handling bigger sales (business) transactions, one-on-one customer sessions, and assisting with inventory management.

## **Education**

### **San Jose State University**

**Business Management of Information Systems -- 2022-2024 (Expected)**

Completing various courses relating to information systems analysis, coding (Python), and honing overall business skills.

### **Diablo Valley College - San Ramon / Pleasant Hill, CA**

**General Ed. —2019- 2022**

Completed various classes such as: 'A+ Computer Classes' (IT), Speech, History, Psychology, Communications, and Business Law.

### **IT, 801, 802 CompTIA A+ Certification**

**Hardware, Software Certificate (Computer/IT) — 2016**

Completed Hardware and Software TIA+ Tests and received A+ certification.