**Mustafa S. Hashimi**

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Tracy, CA 95377 smustafahash@gmail.com

**Career Objective:** Driven, results-oriented student in college looking to secure a business related position that allows for further development of my career and utilization of my skills gained through previous work experience.

**Education:**

**San Jose State University San Jose, CA** Expected Graduation: May 2021

B.S., Major in Business Management

**Work Experience:**

**Avatier Corporation – Jr. Customer Success Manager Pleasanton, CA** March 2019 - Present *Full time*

* Implement and manage successful customer pilots working with the Sales team to observe results and provide input to the specific case.
* Building and delivering productivity plans by reviewing work forecasts, determining productivity requirements, and partnering with other managers to determine changing needs of Avatier.
* Collaborate with product development and sales team to identify areas of needs for cross-sell opportunities.
* Maintain over 200 accounts and manage a portfolio of new clients to ensure a successful implementation and application of our software.
* Collaborate and communicate with customer CIOs, CTOs, and other executive personnel to ensure product satisfaction and maintaining relationships. In addition, attending meetings and conference calls.
* Develop and maintain ongoing service improvement plans for key performance metrics at risk.

**Work Experience:**

**T-Mobile – Account Manager Tracy, CA** October 2016 – March 2019 *Full time*

* Increased a revenue-generating sales pipeline, which consisted of active accounts.
* Proving account management by working in conjunction with customer service, operations and sales team members.
* Implemented marketing initiatives to help boost revenue by over 38%.
* Recognized as top account manager in region all three consecutive years.
* Directed and trained other account managers, store managers, and store representatives.
* Direct and coordinate activities of business with the pricing, sales, and distribution of products

**Technical Skills:**

* Customer Relations
* Programming: C, Illustrator, Photoshop
* Strong Communication Skills
* Budget Management
* Advanced in Microsoft Office, Salesforce, Box, Intercom, Zendesk, Tableau, Amity
* Fluent in English, Farsi and Dari

**Related Coursework:**  Financial Accounting, Managerial Accounting, Microeconomics, Macroeconomics, Business Law, Business Calculus, Computer Information Systems, Finance, Supply Chain and Operations.

**Volunteer Work/Organizations**

* Islamic Society of Tracy (ISOT). Allocated a $350,000 budget for its expansion. Additionally, assisted in controlling cash flow and membership data while coordinating funds from over 200+ members.
* Al Misbah – Bay Area & San Joaquin Valley based non-profit organization created to aid refugees & the homeless. Helped with financial solutions and provided financial modules for organizers to make decisions.