**Zachary Karam**

zkkaram@protonmail.com ❖ (586) 248-2242 ❖ Las Vegas, NV

**WORK EXPERIENCE**

**Metro Giant Inc. June 2018 – Oct. 2023**

*Store General Manager/Customer Service/Sales Las Vegas, NV*

* As the Las Vegas location General Manager, I was committed to a seamless customer experience for both B2B and general-public sales and efficient operations for all employees both on-site and company wide..
* Sales/CS, logistics, as well as all IT setup and operations, hiring and employee management.
* Consistently #1 for Sales and Customer Service satisfaction ratings.
* CRM and Integration Expert. POS, Computer Hardware & Software Expert.

**Metro Giant Inc. Feb. 2016 – June 2018**

*Customer Service/IT Sterling Hts, MI*

* Answer B2B and General Public client emails and phone calls regarding orders, technical issues, and concerns.
* Assist the Sales team using software integrations and technology, as well as answering Sales Calls.
* Train other staff members on current technology and best practices.
* Build and Configure company IT Equipment and Software.

**Troy Biologicals, Inc. Jan. 2014 - Feb. 2016**

*IT Department Troy, MI*

* Manage in-house company servers and software (Prophet21), provide IT support to a team of ~20 employees.
* Fully manage the company’s Ecommerce platforms (Amazon, eBay) as well as research and source products to carry on the respective channels.

**EDUCATION**

**Macomb Community College**

*Computer Science Warren, MI*

**Henry Ford II High School**

*Class of 2013 Sterling Heights, MI*

**SKILLS**

Hardware and software troubleshooting.; Operating systems knowledge (Windows, macOS, Linux); Active Directory; Excellent communication and interpersonal skills.; Active listening to understand and address user issues.; Excellent writing skills; Ability to prioritize and manage multiple support tickets; Efficiently handle and escalate issues as needed; Creating and maintaining knowledge base articles; Ability to work independently and research solutions; Knowledge sharing and mentoring within the team; Vast understanding of cybersecurity principles; Pursuing relevant certifications and training (CompTIA A+, Security+, Network+)