

Zachary Karam

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WORK EXPERIENCE

Metro Giant Inc.

Store General Manager/ Customer Service/ Sales

June 2018 – Oct. 2023

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.

Customer Service/IT

Feb. 2016 – June 2018

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.

IT Department

Jan. 2014 - Feb. 2016

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+)