

NIZAR HOSS



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Bellingham, WA

EDUCATION

Western Washington University

Bachelors of Science in
Operations Management and
Information Systems
2025

Kwantlen Polytechnic University

Associate of Science in
Mathematics
2020
Engineering Certificate
2016

TECHNICAL SKILLS

Network Administration

Fullstack Webpage Deployment

Microsoft Office, Visio, Project

Proactive results-driven professional with years of experience, abilities and skill as an assistant manager, sales representative, produce clerk and cashier. Recognized for consistently meeting and exceeding targets and deadlines. A friendly and courteous individual who has exceptional communication skills and the ability to collaborate with coworkers and clients. Displays an outstanding ability to plan, operate, organize, coordinate, seek learning opportunities and implement practices and procedures to bring significant improvements in processes.

CORE COMPETENCIES

- Organizational Skills
- Competitor Analysis
- Programming Fluency
- Quality Assurance
- Customer Service Skills
- Interpersonal Skills
- Leadership Skills
- Critical Thinking
- Team Player
- Goal-Oriented
- Attention to Details
- Strategic Planning

EMPLOYMENT EXPERIENCE

Customer Service Supervisor | T-Mobile USA | December 2021 - Present

- Training and developing new hires to efficiently resolve customer concerns
- Planning and leading team meetings and 1 on 1 coaching with representatives
- Consistently recognized as a top performer in the site and top 10% nationally within the organization by balancing key performance metrics on the scorecard
- Handle escalated customer requests by balancing the interests of stakeholders

Assistant Manager-Field Operation Technician | Vivint Smarthome | June 2017-July2021 |

- Assume the role of team leader training for new recruits throughout the training process
- Collaborating with technicians to teach them best practices installing devices
- Establish strong relationships with coworkers and customers effectively achieving results
- Coordinating with head office supplier and calculating lead time to order enough equipment to maintain weekly operations
- Manage office inventory for team of 5-10 technicians through weekly reconciliations

Membership Representative | Steve Nash Fitness World | August 2016-June 2017 |

- Implementing a strategy to source high quality sales leads and increasing business prospects by 35%
- Effectively reaching out to and scheduling walk-through appointments with potential customers.
Providing an exceptional customer experience in retaining a loyal clientele, exceeding monthly sales targets by 50%
- Recognized among top producers in January 2017 across 22 corporate locations
- Dedicated to continuously improving service abilities and product knowledge

Produce clerk/Receiver/Key Holder| Cloverdale Country Farms | March 2014-May 2016 |

- Referencing orders made by the supervisor the day before and signing off on complete orders delivered
- Operating a forklift in a fast-paced environment ensuring smooth flow of products from producer to consumer
- Ensured displays are full of edible and fresh produce
- Running reports on the computer in verifying cash registers counted by the cashiers at the end of their shifts.
- Printing out reports for management on a weekly basis to track key performance indicators and finding ways to reduce perishable waste.
- Following protocol to secure people and property at the end of the night.

Volunteer | A.I.C.P Community Center | September 2011 - February 2014 |

- Collected and organized information into Microsoft Excel, formed an SQL database
- Provided information requested by peers on demand
- Discussed improvements with peers on a weekly basis through qualitative and quantitative analysis
- Promoted collaboration to identify opportunities, share best practices, and solve problems to achieve the objectives of the organization