

MITRA M. MAHDAVI

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SUMMARY OF QUALIFICATIONS

- **Qualified** professional with over **14 years** in diversified positions requiring excellent **CUSTOMER SERVICE, SALES, MARKETING & TECHNICAL** skills.
- **Bilingual** with proficient **SALES, MARKETING, NETGOTIATING, CLOSING, INTERPERSONAL COMMUNICATION, CUSTOMER SERVICE & INTERPRETER/TRANSLATOR** abilities:
 - Developing New & Referral Clientele
 - Servicing & Maintaining Established Accounts
 - Negotiating Contract Terms & Pricing
 - Interacting Professionally with Persons on all Levels of Operations & From **Diversified Socio-Economic Backgrounds**
 - Troubleshooting, Problem Solving & Crisis Intervention
 - Handling VIPs & Difficult People with **Tact & Diplomacy**
 - **Fluent in Both English & Farsi Languages**
- **Quick-Learner & Detail-Oriented** with proven **TECHNICAL, ORGANIZATIONAL, ADMINISTRATIVE & LEADERSHIP** skills:
 - Ordering & Purchasing
 - Maintaining Inventory, Quality Assurance & Safety Controls
 - Training & Overseeing New Personnel
 - Ensuring Strict Adherence to Government Regulations & Company Standards
 - Preparing Accurate Documentation & Reports
 - **Working Well Under Pressure of Multitasks & Workloads**
- **Computer Skills**: Micros, Info-Genesis, Apple & IBM Systems; Windows 10, Microsoft Word, Excel, PowerPoint, Keynotes, Pages, Numbers, One Note, Outlook, Adobe Reader, Google Drive & Google Docs Software.

EDUCATIONAL BACKGROUND

University of Nevada, Las Vegas, Nevada
Major: Biology

Islamic Azad University, Tehran, Iran
Bachelor's in Agricultural Engineering Degree

Emphasis: Cultivation & Plants Breeding

Graduate Thesis: Hydro-Phonic Watering Systems

Courses Included: Agricultural Operations, Mechanization & Economics; General, Herbs, Forage, Cereals, Grains & Industrial Plant Cultivation; Irrigation; Physiology of Crops; Water & Soil for Plants; Dry Farming & Machines; Plant Breeding & Diseases; Entomology, Pest & Weed Control; Pedology; Climatology & Meteorology; Surveying; Ecology; Genetics; Biochemistry; Chemistry

Specialty Training

- **Renaissance Las Vegas Hotel & Bellagio Resort**, Las Vegas, NV: VIP/Guest Service Excellence; Cultural Diversity; Cash Handling; ServSafe Training; Fire, Evacuation, Public &

EDUCATIONAL BACKGROUND (Cont'd)

Other Safety Protocols; OSHA & HazMat Regulations; Sexual Harassment Awareness; Americans with Disabilities & Family Medical Leave Acts.

- **Sika International Company**, Iran, Turkey & Dubai: Hydro-Phonic Greenhouse Building Material, Plants & Other Product Knowledge; Agriculture Training; Sales, Marketing, Upselling, Negotiating, Closing, Management Skills; Ordering & Purchasing; Inventory & Quality Controls; Quality VIP/Customer Service; Time & Stress Management; Self-Improvement/Motivation.

PROFESSIONAL EXPERIENCE

2013 - Present **RENAISSANCE LAS VEGAS HOTEL (Marriot Hotels)– Las Vegas, Nevada**
FOOD & ROOM SERVICE SERVER, Full-Time (8/13 – Present)

Responsible for exemplary customer service in support of 400-Capacity 2-Story Upscale “Envy Steakhouse” featuring Outside Seating and Live Entertainment, as well as Room Service for 554-Room Hotel including: Greeting and seating customers in restaurant; Recommending, upselling and serving entrees, liquor, beers and beverages; Operating Micros POS System to enter/access orders; Troubleshooting and resolving guest complaints; Maintaining and stocking work stations; Training 1 new employee; Reviewing and delivering room orders including setting up tables.

Accomplishments: Received “Employee of the Month” Award, “Certificate of Appreciation” from company and several “Letters of Appreciation” from guests.

BELLAGIO RESORTS & CASINO (MGM International)– Las Vegas, Nevada
ROOM SERVICE SERVER, Part-Time (6/18 – Present)

Duties for 6,000-Room Resort include: Operating Info-Genesis System to access room orders; Greeting VIPs and other guests; Setting up room tables, condiments, entrees, special orders and beverages; Utilizing **English-Farsi Interpreter/Translator** skills to enhance guest experience as needed.

ADDITIONAL EXPERIENCE

8 Years **SIKA INTERNATIONAL COMPANY – Tehran, Iran**
SALES COORDINATOR

Responsible for marketing and selling Hydro-Phonic Greenhouse Building Material, Herbs and Plants throughout Iran, Turkey and Dubai for Chemical Engineering & Construction Company’s Greenhouse Division including: Utilizing effective cold calling skills to develop resort, hotel, industrial and commercial, as well as private individual clientele; Conducting Sales, Service and Product Presentations; Negotiating prices, discounts and incentives; Ordering and coordinating all field materials and supplies; Traveling to company warehouse to study, research and evaluate herbs and plants; Working closely with sales and construction teams, builders, engineers, warehouse, billing department and corporate heads; Troubleshooting and resolving customer issues; Following up with clients to ensure customer satisfaction, retention and referrals; Preparing accurate Monthly Sales and Complaint Reports; Utilizing Windows, Microsoft Word, Excel, PowerPoint and Outlook Software; Training **5** new Sales Coordinators. Position required extensive knowledge of agriculture, green energy solutions and water filtration systems.

ADDITIONAL EXPERIENCE

8 Years **SIKA INTERNATIONAL COMPANY (Cont'd)**

Accomplishments: Received numerous “Top Sales” Awards and Bonuses, “Letters of Appreciation” from clients and “Letter of Recommendation” from company.

NOTE:

- **Bondable:** Nevada Sheriff, Health & TAM Cards
- **Willing to Travel/Relocate**