

Fareed Warrad

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EDUCATION

Bachelor of Science, Computer Science May 2015

Concentration: Computer Systems, GPA: 3.1/4.0
University of North Carolina Asheville, Asheville, NC

Associate Arts Degree May 2012

College Transfer, GPA: 3.5/4.0
Blue Ridge Community College, Flat Rock, NC

TECHNICAL SKILLS

Programming languages DBs and Other Platforms IDE, Compilers & Text Editors Network/Desktop OS

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|-------------------------|----------------|------------------------------|---------------|
| • Java • C++ • Python | • MongoDB | • NetBeans • Brackets • | • Windows 7 & |
| • Prolog • Scheme • SQL | • Redis | Prolog • Racket/Dr. Racket • | Windows 8 |
| • JavaScript • JQuery • | • Cloudfoundry | RedCar | • Mac OS X |
| JSON • HTML • CSS | | | |

COMPUTER EXPERIENCE

Digital Advisor/Electronics Team Trainer, Target, Arden, NC 2012-Present

- Trained 15 sales team members on a new iPod PDA device to locate inventory, print signs, restock product, and deliver back room products to customers thus increasing staff productivity by 45%
- Troubleshooted problems with 15 team members to resolve technical issues with their PDA device.
- Awarded #1 in electronic sales and accessories attach rate for the year with 440 core products and 616 accessory attachments giving me a 140% attach rate.
- Received 30+ customer compliments for exceptional customer service skills.

Sales Manager, Radio Shack/Target Mobile, Arden NC 2011-2012

- Averaged 15 phone and 10 equipment protection plan sales per month since becoming a sales associate in 2011.
- Collaborated with Target team members to grow the electronics department, solve guest issues and help them train new team members in the department.
- Promoted to sales manager of another smaller-in-sales kiosk in only 9 months. Increased sales of that kiosk approximately \$10,000 a month, as well turning this kiosk into number one in the district for equipment protection plan sales.

Owner/Service Tech, Hybrid Solutions Group Holdings Inc., Homosassa, FL 2003-2010

- Managed a full information technology service company providing consumer and business repair, upgrade, networking, computer assembly, computer sales, remote support, onsite services, mobile i.t. services for small-to-mid-sized businesses, as well as web/graphic design and support services for both consumers and businesses.
- Provided customer service on a daily basis which consisted of not only acquiring the customer but following up with the customer periodically after the service was provided
- Also communicated with vendors and third party warranty service providers who subcontracted warranty repair work to the company while achieving a 95% success rate.