

DAVID ERFANIAN

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SUMMARY

- Pursuing career in Software Development/App Development
- Strong interest in computers and technology and very computer savvy and skilled in a variety of technology and software such as Google Android/Chrome OS, Microsoft Windows and Apple iOS/Mac OS.
- Experience in Retail Sales, Management and Hiring Experience, Leadership and Coaching, Problem Solving and Customer Service
- Fluent in English and Farsi/Persian
- Proficient in Java, Python and Microsoft Office Suite

EDUCATION

09/2022 - Current **New York Institute of Technology** **Old Westbury, NY**

Master of Science in Computer Science

- Pursuing a Master's degree in Computer Science through the Dean of Engineering Honors Program with an Accelerated Path to Master's Degree (APMD 4+1) to achieve a Bachelor of Science and Master of Science Degree in Computer Science within 5 years.

09/2018 – 05/2022 **New York Institute of Technology** **Old Westbury, NY**

Bachelor of Science in Computer Science w/ Concentration in Network Security

- Achieved Bachelor's degree in Computer Science with Concentration in Network Security at New York Institute of Technology in Old Westbury. Graduated with Summa Cum Laude Honors, given to those with cumulative GPA above 3.7. Pursuing Master's degree in Computer Science through Dean of Engineering Honors Program Accelerated Path to Master's Degree.
- Honors/Awards:
 - Presidential Honor List (Fall 2018, Spring 2019, Spring 2020, Spring 2021, Fall 2021, Spring 2022), Dean's List (Fall 2019, Fall 2020)
 - Inducted into National Society of Leadership and Success (NSLS) - Leadership Honor Society for students who show leadership potential and academic success
 - Inducted into Phi Eta Sigma Honor Society - Phi Eta Sigma is an honor society for first-year students who achieve a GPA of 3.5 or greater

EXPERIENCE

Staples Inc.

Manhasset, NY

10/2021 - Current

Sales Manager

Promotion to Assistant Store Manager, becoming Sales Ambassador for store and responsible for store selling metrics and services.

- Lead a team of associates and supervisors by providing a sales culture to drive sales and profit. Provide exceptional customer service to support small businesses through Print & Marketing Services and Tech Services to provide a total solution for customers and small businesses.
- 02/2022 – Region 2 District 26 HP Instant Ink Captain
 - Responsible for reporting on HP Instant Ink for District 26 and providing insight and best practices for improvement throughout district sales managers and their teams on HP+ printers and Instant Ink program.
- 02/2022 – Region 2 District 26 Business Protection and Tech Help Captain
 - Responsible for reporting on Staples Business Protection and Tech Help powered by Asurion for District 26 and providing insight and best practices for improvement throughout district sales managers and their teams.

02/2020 – 09/2021

Tech Sales Supervisor

Promotion from Tech Sales Associate to Tech Sales Supervisor becoming a full-time level five member of the management team.

- Leading a team of Tech Sales Associates through coaching and training of selling techniques and services offered to drive tech sales and provide exceptional customer service.
- Providing customer support such as assistance with purchasing technology, providing technical support on computers, printers and mobile phones and assisting customers with best solutions and all opportunities of tech services and promotions available.

02/2019 – 01/2020

Tech Sales Associate

Part-time tech associate, offering customer support such as assistance with purchasing computers, printers, routers, mobile accessories, and other tech accessories.

- Providing technical support on computers, such as virus protection, extended warranty on technology, mobile phone repairs, and technological solutions to the customers issues.
- Informing customers of all opportunities and benefits of the store, such the Staples Rewards Program, Staples More Account, and the variety of Tech Services and promotions available.