
Jessie Effendi

PRODUCT SPECIALIST

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<https://www.jessieeffendi.com>

EXPERIENCE

Apple | Cerritos, CA - *Product Specialist*

JULY 2021 - PRESENT

- Interact with customers to understand their needs, answering questions about products, and assisting them in making informed purchasing decisions
- Conduct demonstrations of products, showcasing their features, functionalities, and benefits to customers
- Provide basic technical support to customers, troubleshooting issues, and offering solutions for common problems related to devices and software
- Resolve customer complaints, concerns, or issues, and escalating more complex problems to senior staff or technical support teams if necessary
- Maintain an organized and visually appealing store layout by arranging and displaying products and accessories based on brand standards
- Assist with inventory management tasks, including restocking, cycle counts and general store operations
- Work collaboratively with colleagues to maintain a positive and efficient work environment, sharing knowledge and insights to improve overall team performance

Self-Employed - *Designer & Illustrator*

JANUARY 2017 - PRESENT

- Produce high-quality visual artwork in various styles and mediums, including digital and traditional techniques
- Negotiate pricing, contracts, and project scopes with clients to ensure mutually beneficial agreements
- Manage project logistics: File formats, resolution, and delivery methods
- Collaborate with clients to understand their artistic vision and project requirements
- Create concept sketches / mock-ups to communicate ideas effectively
- Develop and refine artwork based on client feedback
- Execute projects within specified timelines, managing time and workload efficiently

Tutorific - *Online Japanese Teacher*

FEBRUARY 2021 - APRIL 2021

- Taught children between the ages of 8 and 12 years old to speak and read Japanese and Japanese culture
- Collaborated with other educators and support leads to implement teaching strategies and create class outlines
- Created an interactive environment that is both educational and entertaining to keep children engaged

Ritmo La Tona | Stanton, CA - *Administrative Assistant & Check Cashier*

APRIL 2017 - SEPTEMBER 2020

- Provide ongoing administrative support to leadership, driving organizational success through the management of daily operations and projects
- Directly assist in the manager's calendar and travel arrangements
- Strategically coordinated meetings and appointments between manager and vendors
- Review check cashing reports to track and manage any discrepancies and contact partnered companies to resolve inaccurate transactions
- Assist in end-of-month expense reports
- Communicate with partnered companies to improve systems and build revenue by partnering with potential business clients

QUALIFICATIONS

- Proven skills in creative problem solving, organization, decision-making, time management, and verbal/written communication
- Ability to collaborate with leaders and team members to develop strategies on how to approach problems and create solutions
- Multitask-oriented, dependable, and flexible with shifting demands in fast-paced environments
- Proficient in Microsoft Office, Photoshop, Lightroom, Google Suite, Final Cut Pro, and Procreate
- Advanced with social media including Facebook, Twitter, Instagram, YouTube, Twitch and TikTok
- Conversational Japanese
- Typing speed: 95+ WPM

EDUCATION

California State University, Fullerton - *BFA in Illustration*

AUGUST 2014 - JUNE 2017

Fullerton College - *AA Transfer Graphic Design*

AUGUST 2011 - JUNE 2014