

Valentin Gorobets

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U.S. Citizen (W-2) | Authorized to work in the U.S. without sponsorship | **Job preferences:** Onsite, Hybrid, or Remote

SUMMARY

Customer and operations professional with **7+ years** serving customers, running schedules, and keeping records clean across Apple retail, wireless carriers, construction, and store management. Finished **Top 5 in revenue** at Apple's flagship with the store's **highest customer satisfaction**, and lifted Services attachment **20%** through weekly Keynotes and coaching. Generated **\$50K** in monthly revenue as an inspector, owning every job from first estimate to close. Builds AI workflows with **n8n, Claude Code, Codex, ChatGPT, and Copilot** that handle intake, follow-up, scheduling, reporting, and support triage. Supports **iOS, macOS, Windows, and Android** in three languages, with CRM, Excel, Outlook, Microsoft 365, and Google Workspace.

EXPERIENCE

- **Apple Stonestown** | *Sales Expert* San Francisco, CA | Dec 2024 – Present
 - **Services Lift** Turned **weekly Keynotes** and coaching into a repeatable process that moved peers onto new offers and lifted Services attachment **20%**.
 - **Performance** Held **AppleCare and Services** attachment and customer satisfaction up, then documented the practices behind those numbers as shared SOPs for the team.
 - **Escalations** When a visit became a **complex escalation**, stayed with it, protected the customer's privacy, and did not hand it off unresolved.
 - **Device Support** A customer would arrive on **iOS, macOS, Windows, or Android**. Found the fault and walked them to a working setup, including switches from Samsung, Google, and Motorola.
- **Apple Union Square (Flagship)** | *Specialist, Sales Expert* San Francisco, CA | Jul 2022 – Dec 2024
 - **Flagship Results** On Apple's busiest floor, finished **Top 5 in revenue** and recorded the store's **highest customer satisfaction** scores.
 - **Team Targets** **Weekly check-ins**, coaching, and training downloads gave teammates a repeatable routine, and the team **exceeded its sales targets**.
 - **Languages** Handled the floor in **three languages**, including English and Russian, which cut the wait and pulled more people into the ecosystem.
 - **Devices** Moved people across **watchOS, CarPlay, macOS, iOS, and iPadOS**, and across Windows plus Samsung, Google, and Motorola when that was the better fit.
- **A-One Construction** | *Inspector* Alameda, CA | Jun 2021 – Jul 2022
 - **Inspection to Close** A damaged building started as a walkthrough. Inspected it, wrote the estimate, built the crew, and stayed through completion, generating **\$50K** in monthly revenue.
 - **Project Coordination** Kept managers, crews, **city officials, and HOA representatives** on the same plan across Northern California until the work was done.
 - **Client Return** Past clients had stopped calling. **CRM** follow-up brought them back and sales kept growing.
 - **Records** Kept estimates, scheduling, billing, and customer history in **Excel, Word, and Outlook** so records stayed accurate and confidential.
- **Wireless Advocates (Costco)** | *Sales Representative* Bay Area, CA | May 2020 – Jun 2021
 - **Right Plan** Shoppers faced four carriers and too many add-ons. Learned **AT&T, Verizon, T-Mobile, and Sprint**, then matched the plan to Costco benefits.
- **Victra (Verizon Authorized Retailer)** | *Sales Representative* San Francisco, CA | Oct 2019 – Apr 2020
 - **Device Choice** Picked from **Google, Apple, LG, Samsung, and Motorola**, including watches and tablets, by what the person would actually use.
 - **Follow-up** Started the day in **CRM**, calling people back to the store when a new device or plan was worth the trip.
 - **Accounts** Opened **postpaid, prepaid, and business** Verizon accounts across phone, watch, and tablet, and those customers came back.
- **Domino's** | *Assistant Manager / Delivery Expert* San Francisco, CA | Jun 2018 – Nov 2019
 - **New Hires** Rush exposed every untrained person. Taught **new employees** the standards before the line backed up, and the store kept pace.
 - **Store Control** Watched **inventory**, accuracy, and on-time orders together, which kept waste down and the night inside company standards.
- **Master-V & Sons (YouTube)** | *Content Creator* San Francisco, CA | Jun 2017 – Present
 - **Published Work** How-to videos on oil changes and light installations reached **100K+ views**. Owned the piece from storyboard to the published cut.

EDUCATION

- **San Francisco State University** | *Business Finance* San Francisco, CA | Coursework

AI AUTOMATION

- **Workflows:** Builds **n8n** workflows that route inbound requests, log them to CRM or Sheets, and draft replies for review
- **Internal Tools:** Uses **Claude Code and Codex** to build small internal tools and scripts for reporting and CRM clean-up
- **Documentation:** Uses **ChatGPT and Copilot** for drafting, summaries, and SOPs

SKILLS

- **AI Automation:** n8n, Claude Code, Codex, ChatGPT, Copilot, workflow automation, Google Sheets
- **Office and Admin:** Scheduling, data entry, records management, Microsoft 365, Google Workspace, Excel, Outlook, phones, billing and cash handling, confidentiality, SOPs
- **Customer Success:** Client services, escalations, onboarding, account support, customer privacy
- **Technical Support:** Help desk, device support, iOS, macOS, Windows, Android
- **Operations:** Projects, estimates, inventory, CRM, Excel, AT&T, Verizon, T-Mobile
- **Languages:** Trilingual, including English and Russian