



Charles Yarbrough

Customer Service • Sales • IT Support • Business Operations

Chandler, AZ

Email: cya@fastmail.com

Phone: (480) 238-0350

Professional Summary

Customer-focused professional with experience in customer service, sales, IT support, and business operations. Known for resolving customer concerns, explaining technical and product information clearly, supporting daily operations, and creating positive customer experiences that build trust and long-term relationships.

Key Qualifications

- Customer Service
- Member & Customer Relations
- Conflict Resolution
- Sales & Product Knowledge
- Team Collaboration
- Cash Handling & POS Systems
- Communication Skills
- Time Management
- Technical & Computer Proficiency

Professional Experience

Founder & Business Owner, Web Host Pro – Los Angeles, CA (2001–Present)

- Built and operated a customer-focused business.
- Managed customer support, account services, sales, and client relationships.
- Resolved customer concerns and maintained long-term client satisfaction.
- Coordinated daily operations, communication, and service delivery.

Sales & Management Roles, Sears – Santa Barbara & Napa, CA (1995–2002)

- Consistently exceeded sales goals and delivered outstanding customer service.
- Promoted into management with responsibility for staff support and daily operations.
- Built strong customer relationships resulting in repeat business and referrals.

Education

Napa High School – Napa, CA
High School Diploma

Work Authorization

Legally authorized to work in the United States for any employer.