

DRAKE ALIA

Customer-Facing Tech Sales · Product Demos · Technical Troubleshooting · Hands-On Manufacturing
Bellevue, WA · 425-457-3262 · drakealia@gmail.com · linkedin.com/in/drake-alia · github.com/DrakeAlia

SUMMARY

Customer-facing professional with a strong technical background. At Tesla, I lead discovery conversations, product demonstrations, and test drives, and I serve as each buyer's point of contact from order to delivery. At Apple, I helped raise customer satisfaction by 15% as a Product Specialist and later as a Technical Specialist. I have also built websites for small businesses using Next.js and React, supported R&D on OMAX industrial water-jet machines, and earned an Aerospace Assembly Mechanic certificate. I learn new products quickly, explain them clearly, and follow through with every customer.

SKILLS

Sales & Customer: Product demos, handling objections, follow-up, managing multiple customer requests at once, and clear communication with technical and non-technical people

Technical: Apple hardware and software troubleshooting; OMAX water-jet software, operation, and maintenance; drilling, riveting, torquing, and fastener installation; OSHA 10-Hour Construction

Web & Tools: Next.js, React, TypeScript, Node; Microsoft Office and Google Workspace; AI tools daily (Claude, ChatGPT, Cursor, Copilot)

EXPERIENCE

Customer Experience Specialist (Advisor 2) · Tesla · Bellevue Square, Bellevue, WA · May 2026 – Present

- Meet one-on-one with walk-in and scheduled customers to understand their needs before recommending a vehicle
- Lead product demonstrations and test drives, answering detailed questions about vehicle technology, software, and features
- Serve as each buyer's point of contact from order through delivery, following up to keep every step on track

Sales Associate (Part-Time) · UNIQLO · Bellevue, WA · Aug 2024 – May 2026

- Assisted a high volume of shoppers in finding the right products and sizes in a busy retail store

Technical Specialist / Product Specialist (Part-Time) · Apple · Bellevue Square, Bellevue, WA · Jun 2018 – Jan 2020

Started as Product Specialist in June 2018, then moved up to Technical Specialist

- Helped raise customer satisfaction (CSAT) scores by 15% by taking the time to understand each customer's needs
- Matched customers with the right products as a Product Specialist, then diagnosed hardware and software issues and explained solutions clearly as a Technical Specialist
- Earned Apple Technical Professional certification

Freelance Front-End Developer (Next.js) · Self-Employed · Bellevue, WA · Dec 2022 – Sep 2024

- Built and launched sites for local businesses like Iron Works Gym and Fit & Fly with Next.js, React, TypeScript, and Node
- Collaborated with each owner to define how their business should be presented online and kept them updated through launch

Mechanical Engineer (R&D, Water-Jet) · OMAX Corporation · Kent, WA · Aug 2014 – Feb 2015

- Supported research and development of industrial water-jet cutting machines

CERTIFICATIONS & EDUCATION

Apple Technical Professional Certification · Apple

OSHA 10-Hour Construction · Jan 2026

Aerospace Assembly Mechanic Certificate · Renton Technical College · Jan 2013 · 108 lab hours, B+ (90%)

OMAX Waterjet Software, Operation & Maintenance Training · OMAX Corporation · Jul 2013

Full Stack Web Development · Lambda School

College Coursework (31 credits) · Bellevue College

High School Diploma · Eastlake High School · 2012