

AUSTIN JAMES SHORT

2323 Pennerton Drive, Glendale, CA 91206
| ashort40@yahoo.com | (317)-508-4774

OBJECTIVE

To utilize my nearly 6 years of customer service and sales experience coupled with my determination and strong work ethic to become a highly successful individual.

SKILLS & ABILITIES

- Highly proficient in all MS Office Programs
- Experienced in Adobe Dreamweaver, Photoshop, Illustrator, Premiere Pro and InDesign
- Analytical thinker and problem solver
- Strong knowledge of Aesthetics industry

EXPERIENCE

SALES ASSOCIATE | LEXUS OF GLENDALE

MAY 2016 – SEPTEMBER 2016

SERVICE DEPT. HEAD PORTER

APRIL 2017 – NOVEMBER 2017

- Supervised all activity in the service entrance and service drive
- Managed 5-10 employees at any given time
- Applied newly learned advanced sales techniques to sell 35 vehicles in 3 months
- Provided high level of service over the phone and in person resulting in 100% positive customer survey scores
- Demonstrated persistence and determination while following up on new leads
- Handled high-profile guests and their vehicular inquiries
- Effectively managed and resolved customer complaints with a high level of satisfaction

CASHIER/BACKROOM COORDINATOR | HOMEGOODS

SEPTEMBER 2015 – MARCH 2016

- Delivered high level of service while handing customer purchases, returns and complaints
- Managed a team of 6-8 individuals during backroom inventory processing
- Processed up to 1200 units per day as a team in the backroom

ASSISTANT MANAGER | GRACE BOUTIQUE

MAY 2012 – DECEMBER 2014

- Oversaw all daily activities with respect to employees and customers
- Demonstrated high level of customer service during all customer interactions
- Created and managed all employee schedules
- Successfully utilized the POS system and iPhone with Square credit card scanner
- Designed aesthetic storefronts to successfully attract new clients
- Obtained and provided clients' measurements for alterations\customizations

OFFICE ASSISTANT | THE GILLIAN INSTITUTE

JUNE 2007 – JULY 2012

- Analyzed and managed search engine optimization efforts
- Managed payroll for all employees
- Responsible for chart preparation and organization of all patient files
- Performed basic accounting functions

EDUCATION

ARIZONA STATE UNIVERSITY, TEMPE, ARIZONA

AUGUST 2015 – PRESENT

- Majoring in Graphic Information Technology

INDIANA UNIVERSITY, BLOOMINGTON, INDIANA

AUGUST 2011 – JULY 2014

- Attended Kelley Business School and Informatics School
- Minored in Spanish