

BROOK BLACKBURN

850 Washburn Avenue
Apartment #060
Louisville, Kentucky
bablac04@louisville.edu
(270) 836-7915

Education

University of Louisville, Louisville, KY
Bachelors of Business Administration
Major: Computer Information Systems

Expected May 2017

Madisonville Community College, Madisonville, KY
Associates in Science

May 2014

Employment History

Zirmed, Louisville, KY

Sept. 2016-Present

IT Intern: work on the extension and enhancement of existing software as a service offerings under the close mentorship of senior level engineers, development of internal tools and systems to support IT department processes and operations

Olive Garden, Louisville, Kentucky

Jun. 2014-Sept. 2016

Server: serving three tables at a minimum at one time using a point of sale system to communicate orders in a timely manner, process all payments (credit, debit, cash), ensure customer satisfaction, upsell to customers, multitask during stressful situations

Lowe's, Madisonville, Kentucky

Jun. 2013-Apr. 2014

Customer Sales Representative: ensured customer satisfaction, processed all payments, input transactions into a point of sale system, controlled numerous areas in the store, processed many high priced sells

Bath and Body Works, Madisonville, Kentucky

Jun. 2012-Jun. 2014

Shift Manager/Key Holder: trained/managed all of the workers by monitoring performance goals and operation measures, input transactions and managed inventory through a point of sale system, completed cash flow analysis and performance reviews

McDonald's, Princeton, Kentucky

Feb. 2011-Dec. 2011

Crew Trainer: trained new staff the correct policies when hired, inventory management, input orders into point of sale system

Community Involvement

Community Service (Jefferson Memorial Forest)

January 2015-Present

Computer Skills

- Microsoft Office
- C#
- SQL