



ANDREW SHOUP

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Summary

Outgoing professional who enjoys building relationships and being part of a dynamic team.
Brings 10 years of customer service experience.

Skills

- Dependable and Reliable
- Customer Service Oriented
- Strong Work Ethic
- Relationship Building
- Great Personal Communication
- Team Player

Experience

Recess Aide/After School Program Leader

10/2017 – 06/2019

Salem Lutheran School | Orange, CA

- Planned and led games and activities for the kids.
- Supervised children during recess, lunch, after school program, and summer camp.
- Used conflict resolution strategies to deal with problems between students.

Real Estate Agent

08/2016 - 08/2017

Keller Williams & RE/MAX College Park Realty | Seal Beach/Los Alamitos, CA

- Assisted in developing marketing material for properties & services.
- Provided excellent customer service to clients, while showing them prospective homes, educating them on the real estate market, and answering any general questions via phone and face to face.
- Gathered client information and filled out documents/contracts as needed. Uploaded this information and documents into online software to track progress of/monitor the transaction.
- Data Entry of property stats into MLS and of client information into real estate document software.

Pawn Broker

06/2005 - 03/2016

E Z Jewelry & Loan | Westminster, CA

- Educated customers on product and service offerings via phone and face to face.
- Appraised and negotiated items for loan or buy.
- Built and maintained effective relationships with clients and business partners.
- Answered phone for loan inquiries/status and general questions about items for sale.
- Serviced and wrote personal/collateral loans, as well as interest payments.
- Data Entry of client's information & products info/description into DROS entry system (DES) & Pawn Soft software.

Education and Training

Bachelor of Science: Business Administration

2018

Grand Canyon University | Phoenix, AZ, United States

Graduated with Honor's

3.61 GPA