

## Lukas McNett

2105 SW Rose Lane  
Portland, Oregon 97201  
360-356-6094

### Education

*Clark College, Associates Degree in Business Management - currently enrolled*

### Experience

#### Customer Support Specialist, Learning.com

*July 2019- Present*

- Communicate with customers; both external (teachers, coordinators, parents, students) and internal (customer account managers, development team, other customer support specialists), to diagnose platform issues and provide assistance with the browser-based program licensed to school districts nation-wide. Learned how to navigate 4 different user interfaces and diagnose problems within the program when they arise. Developed strong time-management skills and the ability to support multiple customers on different communication channels (chat, phone, email, and more) simultaneously.

#### Distribution Associate, Subaru of America

*April 2019- July 2019 (Seasonal)*

- Coordinate and facilitate inventory of Subaru vehicle parts. This includes but is not limited to: working with team to ensure vehicle parts are accurate, organized, properly labeled and up to company standards. Submit company paperwork that exemplifies the correct vehicle parts and their quality.

#### Administrative Sales Specialist, Frito Lay

*September 2017-April 2019*

- Along with Distribution Associate duties, I worked with the Frito Lay Sales Team to ensure all equipment inventory was up to company standards. This includes creating spreadsheets, documents, presentations and taking on the responsibility of the Stormwater Sampling Routine inspections.
- Along with the above duties, I also was sent to multiple different states to train other Frito Lay employees in their job duties. This required me to work with company managers to give feedback on company procedures to help ensure employee productivity.

#### Lead Distribution Associate, Frito Lay

*June 2012-April 2019*

- Work with team to organize, label and pack Frito Lay shipments to be delivered throughout Oregon and Washington. Also work as a Team Lead to ensure employees meet quotas, balance labor duties among employees and complete necessary company paperwork to comply with company standards and procedures.

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### Skills

- Typing Speed of 60-65
- Data Entry
- Inventory
- Microsoft Office/Apple Products
- Excel
- Adobe
- Slack
- SalesForce
- ADP
- JIRA
- Google Classroom
- Clever
- Exavault

- Detail Oriented
- Organization
- Time Management
- Basic Clerical Responsibilities
- Multitasking
- Leadership
- Management
- Issue Diagnosis
- Communication
- Customer Support

### References

Jordan Howser, Customer Support Manager, Learning.com  
(503) 517-4426

Sean Arthur, Zone Operations Manager, Frito Lay  
(503)-750-1835

Pierce Benson, Research Coordinator, Moss Adams  
(503) 915-7697

Alysse Crollard, Zone Sales Manager, Frito Lay  
(425) 785-7130