**Work Experience**

**Office Depot, San Francisco CA 2018-2020**

Assistant Store Manager/Interim General Manager

* Provided basic and advanced troubleshooting for customer hardware and software
* Performed installation of software and setup of customer devices including laptops, printers, and AV equipment
* Educated customers on Windows operating systems, network configurations, and hardware
* Generated $50,000+ in B2B technology sales yearly through canvassing local markets
* Supervised 8-12 associates, developing and coaching in tech services

**Pier 1 Imports, Manhattan KS 2016-2018**

Store Manager

* Supervised 3 managers and 5-10 associates, developing competencies and selling skills
* Hired associates, ensuring 100% completion of learning journeys as well as check-ins for understanding
* Prioritized relevant trends and displays to prominent positions, resulting in 10% increase in traffic
* Taught Pier 1 visual merchandising standards to 5-10 employees quarterly
* Served as Loyalty Captain, holding weekly meetings with district, becoming #1 store in acquisitions

**Spears School of Business, Oklahoma State University 2014-2016**

Administrative Assistant

* Setup AV equipment for conferences and meetings
* Provided note taking support and IT support for meetings

**Education & Certifications**

Oklahoma State University, Stillwater OK **2011-2016**

***BA. Psychology*** GPA: 3.31

***Majors: Psychology***

***Minor: Music***

**Google Information Technology Support Professional Certificate Sept. 2020**

Eight-Month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security.

**Skills**

**Microsoft Suite**

* Word Level: Expert
* PowerPoint Level: Advanced
* Excel Level: Advanced
* Outlook Level: Advanced
* Publisher Level: Advanced

**G Suite**

* G Suite for Business Level: Intermediate

**Directory Services**

* Active Directory Level: Intermediate

**Operating Systems**

* Windows Level: Expert
* LINUX Level: Intermediate