

# Erin Gentry

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## Summary

I understand the changing needs of a growing company. I have grown a small business from the ground up, and I know what it is to be needed in multiple roles, often needing to prioritize and “get it done”. I am an ambitious, quick learner and am unafraid of fast-paced environments. I sold my business when I moved out of state, and now wish to step into a support role for someone who needs a well-rounded assistant with high customer service standards and experience with sales.

**Skills:** Javascript, React, HTML, CSS, Bootstrap, GitHub, Organized, Excellent Communicator, Diverse Work Experience, Efficient, Detail Oriented, Hands-on, Coordinator, Self-starter, Team-Player, Problem Solver, Sales

## Work Experience

State Farm, Longmont, CO:

*Customer Service / Sales Associate Aug. 2019 - Present*

- Provided needs-based quotes to customers, wrote policies, ensuring that policies issued from underwriting as written
- Provided customer service to customers, acting as liaison between customers and underwriting, answering questions regarding billing, researching problems when necessary
- Assisted with customer questions regarding claims, connecting them with the claims department and claims handler when necessary
- Provided Insurance / Financial Reviews with customers, ensuring their coverage is appropriate to protect their assets

Bespoke Dog, Lafayette, LA:

*Owner Mar. 2012 - Dec. 2018*

- Guided a trunk-of-the-car mobile dog-grooming operation into a profitable multi-employee operation with a small fleet of grooming vans and 5 employees
- Quintupled size of business and revenue over 5 years
- Implemented an automated daily employee packet printing system, keeping client notes and grooming information at employees fingertips while on the road
- Instituted a high level of training and a quality control system which ensured consistent output and customer satisfaction
- Reduced client no-shows and increased rebooking through managed schedules and system of phone confirmations, making it as easy as possible for the client to use our services
- Interviewed and hired potential employees, and trained people with little to no experience to be high-quality groomers and efficient bathers
- Ordered supplies, equipment maintenance
- Maintained bookkeeping and payroll

Massachusetts College of Art and Design Boston, MA:

*Instructor, Intro to Painting Aug. 2009 - May 2011*

- Created syllabus and series of projects to introduce students to technical oil painting techniques – Led critiques, giving students the confidence to both give and receive constructive criticism from their peers.

### *Teaching Assistant*

- Guided advanced students who were developing bodies of work, through individual and class critiques, in preparation for senior show.
- Assisted troubleshooting during the various stages of the lithographic printmaking process – Actively participated in individual and group critiques with students

### *Compass Mentor*

- Assisted running a study hall for low income and first-generation college students
  - Offered one-on-one feedback on artistic endeavors, informal critiques, and assistance writing papers
- Assisted program director by balancing grant budget and purchasing supplies for students

### *Administrative Assistant: 2D Dept. and Graduate Program*

- Received and sorted applications and portfolios, distributing them to proper professors for review. – Received and returned phone calls
- Data Entry using Excel
- Secured and prepared critique spaces for classes, ensuring ample seating, purchasing snacks, drinks, etc. – Assisted students and directed them to the proper resources

## **Education**

Generation USA cohort, Remote, *Front End Junior Web Developer*

Massachusetts College of Art and Design Boston, MA *Masters of Fine Arts (4.0 GPA)*

University of Louisiana Lafayette, LA *B.F.A.*