



# David J. Garrow

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## SUMMARY OF QUALIFICATIONS

- Over two years of customer service experience in multiple fields.
  - Trained newly hired employees to meet and exceed their goals.
  - Record of exceeding sales expectations
  - Advanced Computer knowledge and adjusts very quickly to technology.
  - Diagnosing and resolving printer issues
  - Server Configuration
  - Imaging windows systems and troubleshooting
  - Cloudflare DNS/Network routing experience
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## PROFESSIONAL EXPERIENCE:

### United Parcel Service

April '14- Current

#### Logistics

**Challenge:** Learn and develop multiple Shipping/Receiving skills.

**Results:** Enhanced my ability to multitask and my ability to think on my feet. Learned to adjust to rapidly changing circumstances. Built strong relationships with employees to strengthen the team.

### Family Dollar

Jan '12- Mar '14

#### Customer Service Representative

**Challenge:** Deliver great customer experience in an efficient manner.

**Results:** Delivered an elevated customer experience to generate a local clientele. Implemented marketing strategies to generate growth in customer base. Learned and implemented various successful marketing strategies.

## Education:

FLORIDA STATE COLLEGE AT JACKSONVILLE

General Education Diploma

Workforce Certificate in Commercial Vehicle Driving (Class A)

**Florida State College at Jacksonville (FSCJ)** - Jacksonville, FL January 2019 to March 2019