

# Trevor Olin

Ontario, CA

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- A motivated and ambitious college graduate with a Bachelor's Degree in Criminal Justice from Arizona State University. Eager to learn the responsibilities of a new career using my strong work ethic and effective communication skills in order to help any company succeed.

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Customer Service Associate**

Big League Dreams - Mira Loma, CA - August 2010 to Present

Mira Loma, Ca. 08/10 - 05/13 & 05/15 - Present

- Played key role in preparing and executing successful events, ensuring all customers were completely satisfied with their experience.
- Listened to customers, understanding their problems and determined proper solutions to effectively resolve the issue at hand.
- Prepared and organized call lists in order to efficiently communicate with the coaches and teams.
- Performed mandatory maintenance duties of the important equipment essential to the customers experience at the park.
- Worked in the Pro-shop selling sports equipment to players and taking team payments.
- Communicated with teams to see if they would want to come play another season with us then give them all the necessary information about schedules and payments.

## EDUCATION

### **Bachelor's in Criminal Justice**

Arizona State University - Tempe, AZ

August 2013 to May 2015

### **Associates in Social and Behavioral Studies**

Riverside Community College - Riverside, CA

August 2010 to May 2013

## SKILLS

Customer Service (4 years), Leadership (3 years), Management (1 year)

## AWARDS

### **Employee of the Month**

April 2012

An award given out to the person that the managers saw as the best overall team player.

### **Summa Cum Laude Honors**

May 2015

I graduated from Arizona State University with the highest honors which is a 3.8 grade point average or higher.

**Employee of the Month**

October 2011

An award given out to the person that the management saw as the best overall team player.

**CERTIFICATIONS****CBEST**

I recently passed the CBEST test to qualify to be a substitute teacher in the state of California.

**ADDITIONAL INFORMATION**

- Communication, organization, multi-tasking, problem-solving
- Leadership, teamwork, hardworking, observant
- Responsible, dedicated, honest, integrity