

# Amonee Austin

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## Objective

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Versatile and customer-oriented professional with a solid background in customer sales and service roles at Lowe's, Walmart, and Nike. Skilled in ensuring customer satisfaction, maintaining stock levels, and managing team responsibilities. Currently pursuing a bachelor's degree in IT and CIS, seeking to leverage skills in an entry-level IT position. Certified in Word, PowerPoint, Outlook, and Forklift operation.

## Experience

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**Customer Sales Associate** Oct '22 - Jul '24

Nike | 5195 Factory Shops Blvd, Elle

- Utilized customer service expertise and **POS systems** at a Nike Factory store to elevate customer satisfaction ratings

**Customer Sales Associate** Nov '21 - Oct '22

Walmart | 4928 State Road 674, Wimaun

- Performed customer assistance tasks at Walmart utilizing **Point of Sale systems**, Inventory tracking software, and Customer service apps

**Customer Sales Associate** Feb '19 - Mar '20

Lowe's | 10425 Gibsonton Dr, Rivervie

- Enhanced customer satisfaction at Lowe's by delivering exceptional customer service through the utilization of **POS systems**

## Education

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**High School Diploma** Jan '19 - Dec '19

East Bay High School | Gibsonton, FL

**AA Degree & Healthcare Support Specialist Certificate** Jan '22 - Dec '22

Hillsborough Community College | Ruskin, FL

- Graduated with a 3.5 GPA and was on the Dean's List twice.

**B.S Degree** Aug '24 - May '27

Florida Agriculture and Mechanical University | Tallahassee, FL

- I am currently pursuing a bachelor's degree in IT and CIS. I'm seeking an entry-level IT job to gain experience in my career path before graduation.

## Skills

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Active listener

Problem solver

Adaptability

Organization

Teamwork

Willingness to learn

Multitasker