

Mackenzie E. Hartman

5855 Andover Rd. Indianapolis, IN 46220 | (317) 600-0078 | mackenzie.e.hartman@gmail.com

Qualifications

- Highly-motivated and detail-oriented planner with strong leadership skills and an active desire to implement effective processes
 - 3.5+ years continued experience in direct-to-consumer sales
- 1 year experience in operational management in four different facets of a consumer-facing business

Relevant Skills

- Telecommunications: Troubleshooting and developing onboarding processes and training tools
- Team Leadership
- CRM: Salesforce
- Account Management: RMS
- Microsoft Office: Word, PowerPoint, Excel
- Social Media tools: Twitter

Related Work Experience

Service Advisor, All Star Tire & Auto Service – Indianapolis, IN November 2016 – May 2017

- Adapting to handle customer complaints in a professional and efficient manner.
- Arrange a prompt and accurate diagnosis while making the best-value repair recommendations based upon the nature of the vehicle's issue.
- Maintain documentation, including PO, invoices, work orders, reports of clientele.
- Performing as a liaison between customer and service tech, while having extensive knowledge of automotive vehicles.

Retail Consultant, Sprint Corporate – Fishers, IN February 2013 – November 2016

- Providing a total sales solution to our customers, for any of their wireless mobility needs.
- Delivers an outstanding store experience that improves customer loyalty and strengthens the Sprint Brand.
- Meets or exceeds key performance objectives, including sales and customer satisfaction goals.
- Accurately sets up accounts, so customers are ready to use their new devices and plans as soon as they leave the store.
- Identify the right solutions for customer billing, technical and/or account issues.

Waitress & Catering Staff, Puzzles Restaurant – Pendleton, IN January 2013 – February 2013

- Providing a superior guest experience while greeting and establishing rapport with guests & delivering an exceptional dining experience.
- Participating in the occasional set-up, service, breakdown and cleanup of catering functions.
- Support overall profitability and guest satisfaction by providing exceptional customer service while maintaining standards for safety, cleanliness and sanitation standards.
- Taking accurate orders and partnering with team members to serve food and beverages that meets or exceeds guest's expectations.

Front Desk Supervisor, AmericInn Hotel & Suites – Fishers, IN July 2012 – December 2012

- Providing the highest quality of service to the guest at all times and anticipating and exceeding the guests' expectations.
- Greeting and assisting with guest arrivals and departures by handling guest check-ins and check-outs.
- Receiving telephone calls, guest requests, guest reservations, faxes and ensuring complete guest satisfaction.

Education

Ivy Tech Community College – Indianapolis, IN August 2012 – December 2012

Indiana University – Bloomington, IN August 2011 – May 2012

Kaskaskia College – Centralia, IL August 2009 – May 2011

Associates Degree – Arts – Graduated with Honors

3.98GPA – Dean's List – 4 Semesters

Community Service

Sporting Indiana FC Coach – McCordsville 2013 – 2014

Women's U18 soccer coach

Legs for Life – Centralia, IL 2009 – 2011

5K run to raise money for the Leukemia & Lymphoma Society

Best Buddies Indiana – Pendleton, IN 2007 – 2009

Volunteer providing leadership to individuals with learning disabilities