Mackenzie E. Hartman

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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

*References Available Upon Request*  *Revised May 20, 2017*