

# MARCUS E. MCNEIL

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## Summary

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Seeking a challenging and responsible position, with a progressive organization offering opportunity for growth and advancement, where I'm able to utilize my skill sets including cashiering and cash management, customer service, light maintenance, office administration, sales, logistics, and security detail.

## Education and Training

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Bachelor of Science, Psychology 2015  
University of Tennessee at Chattanooga — Chattanooga, TN

## Skills

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- Microsoft Office Suite, Internet faxing, filing, phone etiquette, sales, Google Chrome, TN Life, Automotive logistics and procedures, security guard license, CPR Training, minimal Detail-oriented SPSS training for statistical analysis, Flexible Customer service-oriented, Active listening skills, Courteous demeanor, Telephone inquiries specialist
- faxing, filing, logistics, painting, repairing, sales

## Experience

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- Jul 2017 to Nov 2017
- LogisticsFormel D USA Inc — Chattanooga, TN
- Primary duties included repairing vehicles sub-frames for Volkswagen company, some engine repair training, part replacement, maintenance and upkeep of power tools and equipment.
  - Duties also included computer logs for metrics, torque parameters, vehicle relocation and road testing.
- Jan 2017
- Service Representative  
Chattanooga, TN
- At the world leader in customer experience outsourcing, Convergys, I served customers by answering inquiries, researching, locating, and providing information. I resolved problems by clarifying issues, exploring alternative solutions, and escalating unresolved problems.
- Jan 2016 to Jan 2017
- Security Guard  
Walden Security — Chattanooga, TN
- Walden Security provides a range of security services for a diverse roster of commercial and government clients. As a security guard, I was entrusted with maintaining a safe and secure environment for customers and employees by patrolling and monitoring premises and personnel, preventing losses, and damage by reporting irregularities, informing violators of policy and procedures, and controlling traffic by directing drivers.
- Jan 2013 to Jan 2016
- Visitor Services Associate  
Tennessee Aquarium — Chattanooga, TN

- At one of Chattanooga's most visited attractions, The Tennessee Aquarium, I held two positions in the Visitor Services and Admissions department and played a fundamental role in achieving the customer satisfaction and revenue growth objectives. During my tenure as a visitor services associate, I welcomed visitors in a friendly and hospitable manner, directed guests to exhibits, and gave brief historic details about the location. As a cashier in the Admissions department, I was responsible for taking money in the form of cash, check, or credit card from patrons in exchange for TN Aquarium admission, maintaining a clean and tidy checkout area, and keeping reports of cash and credit transactions.

Cashier

Jan 2012 to Jan 2016

Dollar Tree, Dollar Tree, Inc — Hixson, TN

- I was employed four years as a lead cashier. My primary job duties included greeting customers, ringing up purchases, handling returns, and answering questions about products, policy, and services. I also had additional responsibilities as a sales associate, stocker, and assistant manager with regard to nightly bank deposits.

Office Assistant

Jan 2012 to Jan 2013

University of Tennessee at Chattanooga — Chattanooga, TN

- Employed as an office assistant in the work study program at UTC, I was responsible for typing, faxing, scanning correspondence, filing documents, courier duties, answering telephones, and assisting office personnel with projects.

Maintenance Technician

Jan 2010 to Jan 2013

Memphis Commercial & Industrial Real Estate — Memphis, TN

- As a maintenance technician for Memphis Commercial & Industrial Real Estate, I was instrumental in the upkeep of all office buildings and rental properties with such responsibilities as clearing gutters, installing commercial signs, planting flowers, mulching flower beds, detailing vehicles, painting, and some small engine repair and maintenance.

## Interests

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ACTIVITIES AND INTERESTS , Interests include reading, Japanese language, moral debates, and speeches