

Marcus Allen

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Summary of Qualifications

I am a highly skilled professional with expertise in customer relations, conflict resolution, communication, adept at addressing concerns and collaborating on creative solutions. Proficient in inventory management, ensuring efficient turnover and waste reduction. Experienced in precision cutting, quality control, and machine maintenance, with a focus on accurate material shaping, defect inspection, and equipment calibration. Strong background in customer service, including greeting, seating, order management, and payment processing, ensuring a seamless and positive customer experience.

Education

Dakota State University; The Beacom College of Computer and Cyber Sciences - Madison, SD

Seeking: Bachelor of Computer Science

Specialization: Software Engineering | Anticipated Graduation December: 2025

Associate of Science in Software Development

Graduation: December 2024

Programming Languages

- C
- C#
- C++
- HTML/CSS
- Python
- JavaScript

Experience

Runnings – Watertown, SD/Madison, SD

Sales Associate

Current – August

2020

- Customer Relations and Conflict Resolution - addressing customer concerns and complaints
- Inventory Management and Organization – optimizing inventory turnover and minimizing waste
- Communication and Problem-Solving – brainstorming creative solutions and collaborating effectively

Benchmark – Watertown, SD

August 2023 - May

2022

Cutting Member

- Precision Cutting and Material Shaping – operating and maintaining cutting machinery to shape foam materials, ensuring accurate dimensions, and minimizing waste
- Quality Control and Inspection – inspecting cut foam for defects, ensuring adherence to specifications, and adjusting processes as necessary
- Machine Calibration and Maintenance – performing routine tasks to calibrate and maintain equipment, ensuring efficient and safe operation

Guadalajara Mexican Restaurant – Watertown, SD

June 2020 -

October 2018

Host

- Customer Greeting and Seating – welcoming customers as they enter the restaurant and escorting them to their seats
- Customer Service and Order Taking – managing to-go orders over the phone using customer service skills
- Payment Processing and Customer Assistance – assisting customers with their payments as they leave