

Michael Garringer

Austin, TX

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Work Experience

Airport Manager/ Lead Customer Service Representative

SuperShuttle and Execucar of Austin and San Antonio - Austin, TX

March 2017 to Present

Manage all aspects of airport shuttle service operations, including ticket counter, guest service coordination, scheduling, management and supervision of five full-time employees and multiple contract drivers.

Assist in interviewing, recruiting, training, performance evaluation, promotion, disciplinary and termination activities, including acting as lead interviewer on new prospective airport employees. Book and coordinate reservations for over 100 customer rides daily, both over the phone and in person.

Manage staff, including by preparing weekly work schedules, assigning specific duties, auditing accuracy and timely completion of time cards in preparation for payroll, and general supervision, oversight and evaluation.

Provide employees with guidance in handling difficult or complex problems or in resolving escalated customer complaints or disputes.

Complete hourly cash register audits to ensure correct balance and ensure adequate change is available to complete customer transactions.

Responsible for preparation and delivery of daily and weekly bank deposits.

Primary liaison and relationship with Airport Management.

Assist in the development and implementation of training courses designed to improve and/or enhance customer service initiatives.

General customer service and administrative duties.

Cashier/Customer Service

Dillons Supermarkets, Inc. - Lawrence, KS

May 2015 to December 2016

Scanned grocery items and totaled customer purchases using electronic POS system.

Processed payment by cash, check, and credit or debit cards.

Counted money totals and balanced cash drawer at shift completion.

General customer service.

Cashier

Juice Stop - Kansas City, MO

May 2015 to August 2015

Prepared and served blended juice drinks and other menu items in an acceptable and timely manner, taking care to follow set food preparation methods.

Established and identified prices of goods, and tabulated bills using electronic POS system.

Processed payment by cash, check, and credit or debit cards.

Counted money totals daily and made bank deposits.
Cleaned service and seating areas.

Courtesy Clerk

Price Chopper Supermarkets - Kansas City, MO
August 2010 to August 2012

Sacked groceries in accordance with store standards and assisted customers in carrying purchases to their vehicles.
Cleaned and stocked grocery store shelves and displays.

Education

Bachelor's in Political Science Major, Anthropology Minor

University of Kansas - Lawrence, KS
May 2012 to 2016