

Allen M Anderson

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Objective

To use my diverse skills acquired through customer service and sales experience towards making a difference at my next job.

Work Experience

- 05/2013 - Hostgator.com, Houston, Texas USA
07/2015 *Tier 3 Linux Administrator*
-Manage customer accounts with authority to make changes

-Resolved all requests of customer support whether through ticket, on the phone, or in live chat with the goal of first contact-resolution.

-Responsible for assisting lower level admins amidst various ongoing tasks

-Performed excellent customer service to care for the customer while upkeeping our reputation

-Knowledgeable in PHP
- 12/2012 - CORE Communications Inc., Houston, Texas
04/2013 *Account Manager*
Presented arguments effectively with experience in sales
Developed customer relationships through sales
Helped promote the entry-level towards leadership
Set examples of certain expectations through leadership
Taught how to help and become an asset in any situation
- 06/2012 - Steak N Shake, Katy, Texas USA
12/2012 *Drive-Thru Operator*
Managed drive-thru operations
Effectively communicated with team members to complete tasks
Set goals weekly and achieved goals as expected
Ensured quality customer service beyond Steak N Shake standards
Operated all positions and different functions throughout the kitchen and properly prepared the day's operations for success.
- 10/2011 - Five Guys, Katy, Texas USA
05/2012 *Kitchen Crew*
Managed business operations for each shift
Operated all functions of the crew
Provided excellent customer service and delivered quality food
Properly cleaned and closed restaurant nightly
Followed all expectations and policies of the Five Guys franchiser.
- 06/2011 - Preston's Bar & Grill, Katy, Texas USA
10/2011 *Assistant Kitchen Manager*
Helped open the restaurant as a team with 6 talented cooks and one boss.
Created the food menu and decided the quality of the food through trial and error
Worked effectively with team members to deliver quality food and provide great customer service
Operated the functions of the kitchen, and managed kitchen and inventory lists.

Education

2012 - Present Lonestar College, Cypress, Texas USA

Business Administration GPA: 3.3
Curriculum study in Business.
Anticipated date of graduation- 2018

Skills

Proficient in Word, Excel, and Power point.
Leadership skills- setting high standards for others to follow simultaneously guiding individuals in my group to achieve desired outcomes.
Clearly communicate with team members to stay organized and focused on tasks at hand.
3 R's- Responsible, Respectable, and Reliable
Self-motivated towards achieving desired goals.
Confident in my skillsets with a strong work ethic and innate ability to overcome tasks and solve various problems.