

# MONTINE SPROUL

DRIVEN - ORGANIZED - TEAM PLAYER

## EXPERIENCE //

### **Pampered Paws**

Manager, Norcross, GA

Dec 2020-Current

- Interface with customers to provide an exceptional experience, from initial inquiry through onboarding and subsequent interactions with the company
- Deliver prompt responses to customer inquiries via phone and email regarding scheduling, pricing and availability
- Organize daily schedule based on customer requests and groomer staffing and capability
- Perform other managerial duties including reviewing resumes and applications for new hires, submitting payroll on a biweekly basis, and handling product inventory

### **Kelly Connect**

Billing/Technical Advisor, Cumming, GA

May-Nov 2020

- Ensured Apple customers received a top-notch experience when calling for support regarding billing issues, refund requests, and account updates
- Educated customers on various Apple product features, while providing assistance with technical questions and troubleshooting device issues

### **Giorgio's Family Kitchen**

Server, Cumming, GA

Sep 2019 - Mar 2020

- Delivered excellent customer service to restaurant guests by providing fast, efficient and friendly service
- Increased restaurant sales through knowledge of menu items and suggestive up-selling

### **Sugo Kitchen**

Server, Johns Creek, GA

Aug 2018 - Oct 2019

### **TPC Sugarloaf Country Club**

Server, Suwanee, GA

Jul 2017 - Aug 2018

### **Ted's Montana Grill**

Server, Buford, GA

May 2016 - Jul 2017

### **Rountree Moore Auto Group**

Receptionist/Accounts Receivable, Lake City, FL

Sep 2013 - Apr 2016

- Promoted from Receptionist to Accounts Receivable after six months
- Ensured accuracy of deposits by matching payments with reports and balancing cash accounts
- Handled all cash, credit and check payments received regarding service, down payments, and more
  - Proficiently managed financial and other data entry
- Trained new cashiers and receptionists and provided daily support for questions and issues