

# Lauren Pericak

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Grafton, WI 53024

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## EDUCATION

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### University of Wisconsin – Madison

Madison, WI

- Degree: Bachelor of Business Administration
- Majors: Information Systems; Accounting
- Wisconsin School of Business Direct Admit
- GPA: 3.90/4.00

May 2019

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## EXPERIENCE

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### Walgreens

Grafton, WI & Madison, WI

Customer Service Associate & Photo Specialist

April 2014 – present

- Communicate effectively with members of management and customer service associates, both verbal and written, in order to evaluate the tasks to be completed to keep the store operating efficiently
- Adapt to various work environments throughout the store: checkout, photo department, stocking, and pharmacy to produce excellent customer service and productively accomplish tasks
- Use extensive product knowledge to help customers locate and purchase items in order to provide a pleasant shopping experience
- Help train 3 employees by teaching them how to operate the checkout and photo department, use proper company branded greetings, and provide efficient customer service

### Natural Wood Floors

Grafton, WI

Wood Floor Technician

June 2013 – September 2013

- Conserved cut-off pieces of flooring to be used in later installations to decrease company costs
- Boosted efficiency by picking out, cutting, and placing floor boards in order to speed up the installation process for the installer
- Enhanced the floor staining and finishing process by vacuuming and mopping the floors to accelerate the process for the finisher

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## INVOLVEMENT

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### Monticello Snowmobile Club

Cedarburg, WI

Food Tent Volunteer

August 2014, August 2015, & August 2016

- Collaborated with a volunteer team by calling out orders for the cooks, assembling meals, and washing dishes in order to keep the food preparation process efficient and satisfy customer demand

### Tutoring

Grafton, WI

Tutor

September 2013 – June 2014, September 2014 – June 2015, & August 2016

- Mentored an elementary school student by providing him with supplementary learning activities and helping him understand his schoolwork in order to further his success in his studies