

Benjamin Chaplin

Kamas, UT 84036

bchaplin525@gmail.com

(440) 251- 8038

Education

Bachelor's in Science

Utah State University - Logan, UT

August 2013 to May 2019

Minor in Anthropology

Utah State University - Logan, UT

May 2019

Work Experience

Ceramics Student

Logan, UT - December 2018 to May 2019 & August 2016 to December 2017

- Practiced Wheel Throwing and creating specific forms like jars, bowls, mugs, cylinders, etc.
- Sculpted various forms using different ceramics techniques such as coiling, hard slabs and soft slabs
- Maintained clean work spaces and equipment in a shared space. Taking care of all shared equipment
- Used several different glazing techniques to experiment with different outcomes and textures

Sales and Leasing Specialist

Ken Garff Automotive Group - Salt Lake City, UT - May 2019 to April 2020

- Set daily and weekly appointments and communicated information to potential customers before their in store visits
- Used email, phone or text correspondence to answer customer inquiries in a timely and quality manner
- Managed time proficiently to make more sales inquiries and bring in more potential clientele
- Focused on creating a high-quality customer experience by fully explaining the car buying process to clients and answering any questions they came up with during the process
- Maintained excellent communication to fellow coworkers and managers to best help streamline the car buying process
- Organized vehicles on the lot and practiced safe motor vehicle handling and maintenance

Class Facilitator

Utah State University - Logan, UT- December 2018 to April 2019

- Support Professors with teaching over an online system and solving any issues that occurred with the technology of an online based teaching platform
- Provided quality service to staff, faculty, and students over the online broadcast system
- Kept excellent communication to management to minimize any problems that may have occurred and shortened the time from any technical errors during the class

Full-Time Sales/Stock Associate

Michael Kors, Park City - May 2016 to August 2018

- Performed excellent communication skills with customers to prioritize their needs
- Personalized the customer experience for each individual customer
- Top 3 in sales performance every month
- Processed shipment and organized back of house on daily basis
- Promoted new product with detailed explanations on what's new and cultivated a positive customer service

Sales Associate

Double Diamond Shoes - Park City, UT
November 2015 to May 2016

- Helped customers find the right shoe for the season, or event
- Maximized the customers experience whether in-store or over the phone
- Unloaded shipment and redesigned displays
- Performed daily opening & closing tasks

Skills

- | | | | |
|------------------------|--------------------------|--------------------|-------------------------|
| • Ceramics | • Chemistry | • Customer Service | • Microscopy |
| • Wheel Throwing | • Sculpture | • Customer Support | • Laboratory Procedures |
| • Kiln Procedures | • Safe Chemical Handling | • Customer Care | • Laboratory Experience |
| • Inventory Management | • Supply Management | • Biology | • Communication |

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