




Erin Seppala

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 (860) 372-6917
 233 North Stone Street West Suffield, CT, 06093

EDUCATION

UNIVERSITY OF CONNECTICUT

GPA: 3.7

Storrs, CT

Coding Bootcamp Full-Stack Web Development (Jun 2021)

Extracurricular Activities

- Civil Air Patrol (CAP) - Information Technology Officer

ADDITIONAL SKILLS

HTML

CSS

Bootstrap

JavaScript

JQuery

React

Node.js

MongoDB

MySQL

Express.js

Sequelize

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Phynd Technologies Inc, West Suffield, CT / May 2019 - Jul 2020

- Greeted, assisted and solicited individuals calling by phone.
- Welcomed presence for clients and associates on phone. Listened to customers and maintained a friendly, positive, and professional attitude
- Identified, researched and resolved customer issues using computer system
- Worked well within team environment as well as independently.
- Provided fast and friendly customer service experience every visit.

ASSISTANT STORE MANAGER

Subway, West Suffield, CT / Sep 2017 - Jun 2019

- Ensured store opened and closed at appropriate time. Assisted Store Manager with day-to-day operations of entire store.
- Assisted Store Manager in training, coaching and developing store personnel.
- Operated and managed store in absence of store manger. Ordered products, identified, and ensured accurate pricing and maintained product inventory.
- Supported store compliance with operational standards, expectations and federal law
- Safeguarded confidential information, cash and credit card information and merchandise.
- Interacted professionally with management team, associates, supervisors and customers
- Maintained presence in store by providing excellent customer service.
- Developed customers into repeat shoppers through information gathering, customer follow-up and email capture.

REFERENCES

ADRIANA TITTARELLI, Manager, Phynd Technologies

(978) 341-4550 - NA@gmail.com - Former Manager

SERKAN SEKER, Manager, Subway

(608) 233-7444 - NA@gmail.com - Former Manager