SEAN PURCELL

White Bear Lake, MN 55110

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(612)275-9765

Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Representative

Peoples Bank Midwest - Vadnais Heights, MN
September 2018 to Present

• Take on customer-focused projects that use data modeling such as tracking COVID-19 statistics within our bank branch communities
• Use Visual Basic for Applications (VBA) for various projects using Microsoft Excel
• Balance books for various money drawers including the branch vault using internal bank software (Jack Henry & Associates), and also by hand
• Interact directly with customers via phone, email, and in-person visits to the branch to help them manage their financial needs
• Mentor and train new coworkers to use our banking software systems

Printing Specialist

The UPS Store - Maplewood, MN
December 2017 to August 2018

• Coordinated various print jobs among coworkers such as personal wedding photos to corporate posters
• Assisted customers with in-person administrative needs such as: faxing, mailing and shipping (domestic and international), copying, printing, editing document files, etc
• Moved and sorted packages typically weighing 20 - 30 lbs, but could also be up to 150 lbs
• Designed a more efficient printing process for a weekly Auctioneer Catalog client

Mathematics and Computer Science Tutor

Minneapolis Community & Technical College - Minneapolis, MN
August 2016 to December 2017

• Provided one-on-one mathematics help for students ranging from Elementary Algebra to Linear Algebra and Differential Equations
• Also provided computer programming tutoring for: Python, Java, and C++
• Supervised and facilitated groups of students in studying in Mathematics and Computer Science

Student Disability Office Assistant

Minneapolis Community & Technical College - Minneapolis, MN
December 2015 to May 2016

• Used Python to create a web scraping program for accessibility textbook project, which automated a large part of the project
• Scheduled student-counselor appointments via Microsoft Outlook

- Kept multiple Excel spreadsheets of student information secure, accurate, and up to date
- Scanned, edited, and transcribed textbooks into alternative formats

Customer Service Team Member

Whole Foods Market - Minneapolis, MN
September 2013 to September 2015

- Consistently made the top three for sales numbers and rings per minute
- Engaged and assisted customers with specific questions using product knowledge
- Sat in on and provided judgement for a supervisor interview panel
- Made employee of the month three times

EDUCATION

Associate of Science in Mathematics

Minneapolis Community and Technical College - Minneapolis, MN
2015 to 2017

SKILLS

- **Customer Service (5 years)**
- **Receptionist (2 years)**
- **Retail Sales (2 years)**
- **Problem Solving (2 years)**
- **Adobe (Acrobat, InDesign) (1 year)**
- **Bookkeeping (2 years)**
- **Visual Basic for Applications (2 years)**
- **Java (1 year)**
- **C/C++ (1 year)**
- **Python (1 year)**