

Customer Service Representative Customer Service Representative Customer Service Representative Katy, TX Authorized to work in the US for any employer Work Experience Customer Service Representative Alaska Marine Lines - Seattle, WA March 2018 to May 2019 Analyzed freight dimensions, weights and diagrams to determine the most cost efficient and feasible methods for shipping freight to Alaska and Hawaii. Provided customers with shipping rate estimates as well as delivery time frames for freight destined to Alaska and Hawaii. Processed Bills of Lading to ensure proper shipper, consignee, and billing information. Assistant to University Network Administrator Texas A&M Galveston Information Services - Galveston, TX September 2014 to December 2017 Created detailed maps of the University internal ethernet network for internal use of the network department. Installed new network equipment as well as running and terminating cable for data drops. Provided IT support to both students and staff that encountered problems with personal devices as well as classroom equipment. Scheduled appointments for IT services between customers and other technicians. Salesperson Boot Barn - Katy, TX January 2013 to August 2014 Aided customers with questions about the brands and products available for purchase in our store. Achieved the highest monthly sales amongst the sales staff on three separate occasions. LEADERSHIP EXPERIENCE Education Bachelor of Science in Maritime Administration Texas A&M University - Galveston, TX December 2017 Skills Customer Service, Customer Care, Call Center Groups Houston Livestock Show and Rodeo Junior Rodeo Committee Team Captain Volunteered approximately 30 hours every year to ensure the Houston Livestock Show and Rodeo ran smoothly during the three week operation. Oversaw personal data entry for committee members during the onboarding process. Provided general assistance to maintain an enjoyable guest experience during the show. Engineers Without Borders Project Lead Assisted in the year long project planning efforts to provide a clean water system to the people of a small village outside of Chichigalpa, Nicaragua. Served as an intermediary between the organization and our contacts in Nicaragua before, during, and after the build. Coordinated flight and hotel schedules for the 6 members traveling to the project site for the building process.

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