**Professional Summary**

Talented Superintendent of Wasatch Lawn Memorial Park & Mortuary, offering many professional qualities and strengths including knowledge with Microsoft Office, customer service, team management, and an excellent work ethic. Looking for an opportunity in the Technology industry.

**Highlights**

* CompTIA IT Fundamentals Certified 05/2019
* Quick and avid learner
* Collaborative team player
* Willingness to learn and adapt to new situations, tasks and responsibilities
* Incredible customer service skills with a love of serving others (7+ years)
* Shown consistency regarding personal and work related efforts including core values and principles.

**Experience**

**Wasatch Lawn Memorial Park and Mortuary**

**Wasatch Lawn Memorial Park South Valley**

**06/2016 – Current**

**Park Superintendent**

* Organize, supervise and lead the work of the Grounds Crew, up to 12 employee’s year round.
* Fill roles and responsibilities of the Grounds team when necessary to continue functionality of group.
* Organized and developed cross training plans to ensure coverage of all Grounds Crew roles and jobs. Also in accordance to all OSHA and company safety standards.
* Verifies all preparations for services are in compliance with family expectations and company standards.
* Developed maintenance servicing schedule for all cemetery equipment while coordinating with 3rd party vendors.
* Development and maintenance of all irrigation systems within both cemeteries, including watering schedules.
* Trusted by Crew members to value confidentiality and follow through with commitments.
* Troubleshooting employee computer and Workday issues, submitting HEAT tickets, and forwarded higher tiered IT issues to designated representatives.
* Assures that all physical components of the memorialization process are in compliance with the client family wishes and with SCI and Dignity Memorial Promise policies, standard and procedures.
* Maintains proper inventories of equipment, supplies, merchandise and safety equipment.
* Document employee performance and disciplinary issues and make recommendations to SCI management for course of action.
* Trained employees on proper use of company technology and opportunities.

**02/2014 – 05/2016**

**Loan Servicing Rep. II UHEAA Salt Lake City, UT**

* Processed multiple varying applications pertaining to borrower requests and updates to accounts.
* Multiple tasks assigned and completed on a daily basis with both daily and monthly deadlines.
* Consistently met and maintained daily and monthly processing goals.
* Constant willingness to learn, teach and coach new team members when opportunities arise.
* Trained co-workers and new team members on current and updated department procedures.
* Created simplified procedures for multiple tasks, and updated outdated procedures.
* Submitting Need Help tickets to designated IT employees for help on research and resolution of IT related issues.

**09/2012 – 02/2014**

**Customer Service Rep II, UHEAA – Salt Lake City, UT**

* Monitored payments due from Borrowers and promptly addressed past due payments.
* Gathered and verified all required Borrower information for identification and account purposes.
* Effectively managed a high volume of inbound and outbound customer calls.
* Effective multitasking.
* Referred unresolved customer grievances to designated departments for further investigation.
* Acted professionally and patiently when addressing negative customer feedback.
* Defused volatile customer situations calmly and courteously.
* Participated in testing for the (initial) version of an internal call center system.

**01/2012 – 09/2012**

**Night Manager Hires Big H – West Valley City, UT**

* Consistently provided friendly guest service and heartfelt hospitality.
* Promptly and empathetically handled guest concerns and complaints.
* Operated the drive-through window and sales register quickly and efficiently.
* Handled currency and credit transactions quickly and accurately.
* Prepared specialty foods, such as pizzas and sandwiches, following specific methods that required quick prep time.
* Followed food safety procedures according to company policies and health and sanitation regulations and verified that prepared food met all standards for quality and quantity.
* Reported to each shift on time and ready to work.
* Managed team of four to eight team members.
* Cross-trained all employees to ensure coverage of all roles and responsibilities of the workplace.

**Education**

* CompTIA IT Fundamentals Certified 05/2019

**Professional References**

Peter Richards – Cemetery Manager

Wasatch Lawn Memorial Park & Mortuary/ Wasatch Lawn Memorial Park South Valley

[Peter.richards@dignitymemorial.com](mailto:Peter.richards@dignitymemorial.com) : 801-300-0901

Kathi R Beecher – Assistant Director of Client Services (Financial Aide Office)

University of Utah

[Kathleen.r.beecher@gmail.com](mailto:Kathleen.r.beecher@gmail.com) : 801-671-4322

Mike Cook – Driver

Mike Cook Dirt Hauling

801-652-1881

Reg Ecker – Funeral Home Manager

Wasatch Lawn Memorial Park & Mortuary/ Family Funeral Care

[Reg.Ecker@dignitymemorial.com](mailto:Reg.Ecker@dignitymemorial.com) : 801-243-0459