

Zephyr B. Goose

(they/ them)

(801) 300-1289

zephyrbgoose@gmail.com

Skills

- ★ 85 wpm Average Typing Speed
- ★ Multifaceted Organizational Skills
- ★ Windows IT Troubleshooting
- ★ Basic Javascript
- ★ Familiar with Photo, Sound and Film Editing Softwares

Certifications & Honors

- 🚩 Responsive Web Design Certification (freeCodeCamp)
- 🚩 Departmental, Private and Academic Scholarships (Weber State University)
- 🚩 New Century Scholar

Job Experience

Cashier/ Stocker/ Customer Service
Clever Octopus Reuse Center /
June 2019 - March 2020

- 🏠 Created innovative storage and organizational solutions
- 🏠 Sorted and priced a large variety and quantity of items
- 🏠 Assisted customers with check out

Customer Service Shift Lead
Convergys / July 2018 - April 2019

- 🏠 Answered calls regarding troubleshooting, billing & customer service for Spectrum Mobile
- 🏠 Data entry and thorough transcripts of calls
- 🏠 Coaching new representatives on de-escalation tactics

Warehouse / Sales

Vype Vapor Wholesale /
March 2018 - July 2018

- 🏠 Organization assisting in a company move/merger
- 🏠 Assisted Business Owners in making smart investments in our products

Education

Weber State University - 2016-2018
Acting/Directing Major - Ogden, UT

Salt Lake Community College - 2016
(Graduated)
Associates Degree (Generals) - SLC, UT

Bingham High School - 2016
(Graduated) - South Jordan, UT

References

Carina Barajas

Manager - Clever Octopus

📞 (801) 493-9030

✉️ Carinabarajasart@gmail.com

Olivia Ochoa

Shift Lead - Convergys

📞 (801) 598-6381

✉️ Shewow1@gmail.com