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| 8302 N Portland, OR 97203 •319.929.5368•lag0523@hotmail.com | | | |
| Lauren Green | | | |
| Objective | | | |
| Obtain a career in which I have the opportunity to use my skills and abilities to help encourage business growth by providing exceptional service. | | | |
| Experience | | | |
| 10/2011 – 08/2012 | | CRST Logistics | Cedar Rapids, IA |
| Account Executive  * Contacted various companies via phone, email and fax in order to sell CRST services. Built and maintained strong customer relationships, with a focus on customer service and account growth. * **Successfully brought in new accounts from various companies including Nike, Burrows Paper, RalCorp and ADM.** * Continuously exceeded goals with an average margin of 18% or higher on my accounts by conducting daily market research in order to have informed pricing negotiations. * **Became a member of a 3 person team that was dedicated to managing large name accounts including Wal-Mart, Pepsi, Nestle, Talking Rain and Del Monte.** * Maintained a very high on time percentage for shipments through attention to detail to ensure timeliness and accuracy on all shipments. | | | |
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| 02/2011 – 06/2011 | | GoDaddy.com | Hiawatha, IA |
| Internet Sales and Service Consultant  * Successfully assisted customers via phone with purchasing, setting up, managing or troubleshooting Godaddy.com products and services. * Maintained a quality score > 90% throughout my employment. * Exceeded sales goals by providing great customer service and identifying additional products or services that could assist customers in reaching their goals. * Completed numerous additional training courses in order to gain web development certifications and better assist customers with troubleshooting. | | | |
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| 06/2006 – 09/2010 | | Procter and Gamble | Iowa City, IA |
| AM Leader Team/ Plant Technician  * Successfully worked on a team to produce, monitor and test shampoo. * **Lead a team of 9 in autonomous maintenance initiatives, created and implemented new processes to improve safety and efficiency, and did quarterly presentations of results for my system.** * Trained in an accelerated mechanical/ electrical training program in order to become a member of the on-site maintenance team. | | | |
| 09/2004 – 07/2005 | | Nordstrom Direct | Cedar Rapids, IA |
| Internet Customer Service  * Assisted customers with purchasing Nordstrom products via phone, email and chat. * Encourage sales growth through great customer service and product suggestions. * Was promoted from original position of personal shopper to final position of internet customer service based on my customer service skills and general technical aptitude. | | | |
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| Education | | | |
| 08/1999 – 05/2003 General Studies | John F. Kennedy High School | | Cedar Rapids, IA |
| 08/2008 – 10/2009 | Kirkwood Community College | | Cedar Rapids, IA |
| Web Design and Development Certification | | | |
| 08/2010 – Present | Kirkwood Community College | | Cedar Rapids, IA |
| Pursuing AAS Degree in LAN Management | | | |
| References | | | |
| References are available on request. | | | |