

Alex Norrell

Customer Service, Sales, and Office Administration

Phone: 678-371-8121 E-mail: norrell.alex@gmail.com

OBJECTIVE

To obtain a Software Engineer Apprenticeship to develop and hone coding skills to pivot into a new industry. Looking to utilize customer service skills and enthusiasm for the industry to provide exceptional customer experience and product.

APPLICABLE TRAINING & PROJECTS

In progress with Responsive Web Design certification through FreeCodeCamp.org learning basic web development, PHP, HTML and CSS revisional work for websites.

SKILLS

- Microsoft Office
- Google Suite
- Customer Service
- Interpersonal Communication
- Problem Solving
- Critical Thinking
- Navigating Ambiguity
- Public Speaking
- Organization
- Data Entry
- Inventory
- Classically trained double bass player

EXPERIENCE

ADMINISTRATIVE CLERK • BEST LITTLE DOGHOUSE IN GEORGIA • MARCH 2022 – PRESENT

- Aid in implementing new customer management system, train co-workers on change management, and strategically problem-solve to resolve any errors
- Greet customers and pets upon arrival, register pets into system and communicate with customer regarding their pet's stay in the facility

SALES ASSOCIATE • SAM ASH MUSIC • 12/2020 – 3/2022

- Designated sales specialist for guitars and associated equipment, accessories, and materials
- Provided thoughtful recommendations to customers based on desires, goals, and skill levels
- Conducted register transactions and updated inventory monthly via electronic database
- Negotiated store trade-ins and ensured their value
- Awarded for highest sales of speaker system from vendor

CONTRACT ADMINISTRATIVE CLERK/MEMBERSHIP RECRUITER • GIRL SCOUTS OF GREATER ATLANTA • 9/2021 – 12/2021

- Performed all administrative tasks for the office
- Cleared 6-month backlog of orders
- Promoted and supported the direction of council and national initiatives, worked to create buy-in and adoption among volunteers
- Collaborated with community organizations and the service units to develop program opportunities
- Provided excellent customer care and routinely communicated with volunteers

SERVER • ST. ANGELO'S, RAFFERTY'S, LONGHORN • 7/2018 – 11/2021

- Wrote, memorized, and entered patrons' orders for transmittal to kitchen staff in 150 seat restaurant
- Cleaned all work areas to ensure the health and safety of both patrons and staff
- Communicated with managers and kitchen staff to ensure the best dining experience

EDUCATION

HIGH SCHOOL DIPLOMA • MAY 2011