

Benjamin Phillips

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Chicago, IL

Professional Summary

Reliable and detail oriented Sales Associate with over three years of experience in customer service and a lifelong background in music which has honed my creative, listening, and critical thinking skills.

Education

DePaul University, Chicago, IL

2015 - 2017

Graduated with Master of Music in Jazz Performance, Trumpet

Lawrence University, Appleton, WI

2011 - 2015

Graduated with a Bachelor of Music in Trumpet Performance, Jazz Emphasis

Conservatorium van Amsterdam, Amsterdam, Netherlands

August 2014 - December 2014

Semester abroad.

Middleton High School, Middleton, WI

2007 - 2011

Graduated

Employment History

J.C. Lind Bike Company; Sales Associate

Chicago, IL

2021 - Present

Responsibilities:

- educating potential customers about our bikes and assisting them with test rides
- administering in-store sales transactions
- monitoring and responding to customer communications among various channels (in-store, phone, text, email)
- maintaining, organizing, and stocking the sales floor
- continuously developing a deep knowledge of all our products and services
- packing and shipping eCommerce transactions
- checking in inventory and developing organized storage systems for inventory
- general shop projects and maintenance
- website and social media content creation

Kozy's Cyclery, Sales Assistant
Chicago, IL
2020 - 2021

Responsibilities:

- in-person and phone customer service
- cashiering
- selling bikes and accessories
- overseeing test-rides
- housekeeping
- counting cash drawer
- continuously learning about our products

Kaleidoscope, Inc., Therapeutic Respite Provider
2018 - 2020
Kaleidoscope is a non-profit child welfare agency in Chicago, IL.

Responsibilities: providing care to youth in new foster homes with services such as mentoring, recreation (piano, chess, sports, etc.), and developing life skills (applying for jobs, cooking, support while making monetary transactions).

Trumpet player for Bassel and the Supernaturals
2016 - 2021

Bassel and the Supernaturals is a Chicago-based touring funk band devoted to raising awareness around the ongoing humanitarian crisis in Syria.

Responsibilities:

- delivering high level performances
- writing music
- maintaining our online database of sheet music
- rehearsals
- selling merchandise
- driving the tour van
- loading and unloading equipment to and from venues (lifting heavy gear, 50 +lbs)

Freelance trumpet player
2013 - 2021