**Caleb Brenner**

(336) 392-1102 | [cbrenner101@gmail.com](mailto:Cbrenner101@gmail.com) | Greenville, NC

**Education:**

**East Carolina University,** Greenville, NC May 2024

Bachelor of Science in Business Administration, Management Information Systems

**Professional Experience:**

**Pet Care Associate**

Pet Smart, Greenville, NC June 2022 – Present

* Promoted from Cashier to Pet Care Specialist after 2months by demonstrating exceptional performance in all job duties, including personalized customer service
* Train all promoted and transfer employees in pet care protocols to ensure safety and security of animals
* Advocated on behalf of 50-100 customers per day with all pet care needs and maintain a professional and supportive demeanour to ensure their satisfaction
* Regularly identify gaps in communication between co-workers and assist with building a channel for Pet Care Specialists that improved the flow of information

**Customer Loyalty Specialist**

Aptive Environmental, Provo, UT May 2021 – September 2021

* Provided detailed, personalized, friendly, and polite service to ensure customer satisfaction while effectively diffusing customer issues
* Ensured source data from 70+ customers daily, including names, addresses, phone numbers and credit card information, was accurately reflected in company systems
* Led training group of 30 people in a virtual environment to support the adoption of new company tools, services, and processes

**Packer/Mover**

American Moving and Hauling Inc. Winston Salem, NC January 2020 – May 2021

* Demonstrated effective time management, excellent customer service, and fast and efficient work to be a role model for team
* Conducted over 1000 goods for over 40 moves, resulting in 100% no breakage report
* Careful handling of customer goods, resulted in no breakage reports over the course of more than 40 moves

**Certifications:**

Cisco Packet Tracer Certified

Microsoft Excel 2019 Introductory Certified

ISC2 Candidate

**Software Expertise:**

Microsoft Office 365 Suite (Excel, Word, PowerPoint, MS Teams)

Video Conferencing Applications