

Education

DePauw University

Graduated: May 18, 2014

Bachelor of Arts in Communication

Minors: Asian Studies, Film Studies

Studied abroad in China, Austria, the Czech Republic, and the Netherlands

Experience

■ *Service Manager – Appliances, Cabinets, Millwork*

- Lowe's, Anderson, IN, January 2018-Present

- Immediately responsible for associates within designated areas, coaching the staff to improve customer service and increase sales

- Identify issues regarding product availability, service issues, associate training, and general facilities while simultaneously working towards swift and effective resolutions

■ *Receiving Clerk*

- Lowe's, Anderson, IN, June 2017-January 2018 (Promoted)

- Improve receiving process within a \$40 million/year store-focusing on shipment accuracy, efficient scheduling, and safe receiving processes

- Resolve logistical issues concerning direct-from-vendor and intra-company shipments via effective communication, orchestration of corporate processes, and overall product knowledge

■ *Department Manager - Flooring*

- Lowe's, Anderson, IN, September 2016-June 2017 (Promoted)

- Create and implement various practices designed to accurately monitor product and identify demand

- Train approximately 30 associates (management team, sales specialists, service associates, et al.) on new installation services software

■ *Sales Specialist – Millwork*

- Lowe's, Anderson, IN, April 2016-September 2016 (Promoted)

- Serve as store expert in the Millwork Department by communicating detail information regarding product and installation services to customers and colleagues

- Create and maintain customer relationships while focusing on service and sales

■ *Installation Coordinator*

- Lowe's, Anderson, IN, January 2015-April 2016 (Promoted)
- Coordinate "Legacy Program" installations and projects while ensuring customer satisfaction with the process and product

■ *Assistant Coach – Football, Offensive Line*

- Anderson High School, Anderson, IN, Summer/Fall 2014
- Organize and manage team practices, walkthroughs and miscellaneous activities
- Oversee physical and mental development in a range of students, ages 13 to 18
- Identify and resolve schematic and personnel issues – "self scouting"

Skills

- | | |
|---------------------------|--------------------------|
| ○ Quick/Earnest Learner | ○ Collaborative |
| ○ Problem Solver | ○ Adaptability |
| ○ Project Management | ○ Effective Communicator |
| ○ Data Entry/Organization | ○ Critical Observation |

Technical

- Exposed to HTML, CSS, JavaScript and SQL
- Compile and analyze data
- Budget planning
- Implement/promote new software, conduct training
- Report auditing