

FEBIN V. GEORGE

14542 NE 182nd Woodinville, WA 98072
fgeorge206@gmail.com / (206) 383-5444
linkedin.com/in/febiningeorge98

EDUCATION

Foster High School	September 2012 – June 2016
Puget Sound Skills Center	September 2014 – June 2016
Information Technology and Computer Management	

WORK EXPERIENCE

TTI, Inc.	July 2021 – Present
Branch Customer Service Coordinator	
<ul style="list-style-type: none">Analyzed inventory sales and procurement data for meaningful trends and insights, building robust data management skills.Built and managed branch wide sales, support and customer reporting, cultivating strong verbal and written communication skills.Worked with branch leadership and sales teams to develop holistic customer support strategies, strengthening collaboration and teamwork skills.	

Overlake Christian Church	July 2019 – Present
Worship Director, Intern	
<ul style="list-style-type: none">Planned and managed worship programming across different ministries, building fundamental program management skills.Trained and managed team members, furthering people management and teaching skills.Coordinated technical planning across different teams and ministries, building collaboration and teamwork skills.	

Zoka Coffee Roasters	July 2019 – July 2021
Assistant Manager, Lead Barista	
<ul style="list-style-type: none">Assisted with product procurement and inventory management, developing supply chain and operation skills.Promoted coffee consumption by educating customers, building product marketing skills.Sold coffee, apparel and wholesale products, developing fundamental sales experience.	

Roadway Insurance	March 2019 – June 2019
Customer Service Representative	
<ul style="list-style-type: none">Built and managed client relationships, developing customer success experience.Assisted policyholders with payment and insurance plan problems, fostering problem solving skills.Maintained client database, developing database administrative skills.	

PROFESSIONAL SKILLS

- Customer service and success
- IT operations and computer management
- Operations management
- Data management and organizational skills with Microsoft 365 software

CERTIFICATIONS

Google Technical Support Fundamentals