

GAVIN MUMPOWER

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Motivated, goal-oriented self-starter who thrives on providing exceptional customer service while maintaining the ability to meet time constraints and perform well under pressure. Excellent supervisory skills including a keen sense of urgency, high attention to detail, creative problem solving, and effective delegation.

SKILLS

- Office Suite Certified
- HTML, CSS, C#, JavaScript, BootStrap, React
- **Customer Service and Communications**
- **Operation management**
- **Bartending License**
- IICRC Certified in Upholstery Cleaning & Restoration

EXPERIENCE

APRIL 2019 - PRESENT

LEAD TECHNICIAN, GRAVATIER

- Manages and supervises scheduled crew and materials, effectively delegating work as necessary while adhering to quality assurance standards.
- Diagnoses production needs to solve problems quickly and efficiently.
- Conducts training of new employees on machinery and chemical administration.
- Creates, manages, and implements strategic and tactical plans for daily operations.
- Represents company by attending vendor management strategy meetings on a regular basis to maintain successful client relationships.

JUNE 2016 - DECEMBER 2017

LEAD TECHNICIAN, SERVICEMASTER

- Began as Assistant Technician and was quickly promoted to Lead Technician through the demonstration of work ethic.
- Filled work orders and confirmed estimates.

APRIL 2013 – JULY 2019

MANAGER/BARTENDER/SERVER, LABAMBA MEXICAN BAR & GRILL

- Ensured service delivery level commitments were achieved by efficiently prioritizing and focusing team.
- Managed payroll, daily reports, inventory, scheduling, and kitchen.
- Maintained overall exemplary customer experience & satisfaction rate.

EDUCATION

2021-CURRENT

COMPUTER SCIENCE, GEORGIA INSTITUTE OF TECHNOLOGY

2015

HIGH SCHOOL DIPLOMA, NORTH COBB HIGH