

**Zac Grove**

5626 South Summit Creek Way, Boise, ID, 83709 / Phone (541) 212-0718

**Objective:** To work in a positive environment where I can contribute my time and effort and in return be able to grow personally and professionally.

**Skills Profile:**

- Have the ability to work well with many personality types
- Punctual and responsible
- Quick at learning new things and able to easily teach others
- Honest and truthful
- Patient and respectful of others
- Can work autonomously if need be
- Team oriented mindset

**Employment History:****Lowe's Home Improvement Store**

**January 2017 - June 2018**

**Loader/Unloader**

- Unloaded freight trucks
- Performed basic retail associate tasks (stocking, selling, zoning, etc.)
- Drove power equipment (forklift, narrow aisle reach truck, order picker) for moving/stocking freight
- Provided new employees with on the job training

**United States Navy, Jacksonville FL and Kaneohe HI**

**April 2011 – November 2016**

**Work center supervisor/Collateral duty inspector/Aviation electronics technician**

- Performed micro miniature repairs on electronic assemblies such as circuit cards
- Performed troubleshooting on aircraft electronic assemblies
- Performed troubleshooting and repairs on cable assemblies
- As a Collateral Duty Inspector I performed quality assurance checks in the work center
- As work center supervisor I was in charge of managing my junior sailors' schedules
- In charge of periodic evaluations for my junior sailors
- In charge of prioritizing tasks and managing work load
- In charge of maintaining standards of Naval Aviation within the work center
- Conducted periodic counseling and training for junior sailors

**WDS Global, Boise ID**  
**January 2010 – April 2011**

**Customer service representative/ Technical support representative**

- Provided customer service and technical support for Verizon Wireless
- Navigated multiple programs while taking calls from customers
- Used “call flow management” to stay within prescribed metrics for calls
- Assisted customers with troubleshooting their phones and laptop cards
- Assisted customers in setting up email on their phones
- Coached new representatives in training

**Teleperformance USA, Boise ID**  
**January 2007 – January 2010**

**Customer service representative**

- Provided customer service for AT&T
- Navigated multiple programs while assisting customers on the phone
- Assisted customers with billing, new products and services, and basic device troubleshooting
- Coached representatives in training and acted as floor supervisor during “nesting period”
- Learned to meet metrics provided by AT&T for call length etc.

**Education**

**Fruitland High School, Fruitland ID**

Attained diploma in 2005

**Boise State University**

Started in January 2017 pursuing degree in computer science

**References:**

Luis Mendoza	(281) 832-2213
Ryan Gentile	(727) 207-2747
Casey Horton	(808) 778-6693

More references available on request.

**Summary:**

I am honest and I get along well with others. I love a challenge and get a sense of fulfillment from being challenged. I believe positivity and enthusiasm are infectious and can make all the difference in the work place. I believe, given the opportunity, I can be an asset to any company.