

James McGrath

(720)-495-7948 | Mcgrathjames531@gmail.com| Centennial, Colorado 80015

Skills

- Microsoft Office
- Customer Service
- Communication
- Leadership

Education

Bachelor of Science, Biology

Metropolitan State University of Denver, Denver, CO

Expected May 2028

Relevant Courses or certificates: Chemistry 1800, Chemistry 1801

GPA: 4.0

Experience

Customer Service Associate

August 2025 – Present

Walmart, Aurora, CO

- Assist and create connections with customers to help boost customer satisfaction.
- Assisted in training new team members in company policies, procedures, and best practices for delivering excellent customer service.
- Maintained up-to-date knowledge of product features, pricing, promotions, and company policies to provide accurate information to customers.

Barista

September 2024 –

August 2025

Vibe Foods, Parker, CO

- Trained new baristas on proper techniques, drink recipes, and customer service protocols.
- Consistently maintained high standards of quality, ensuring customer satisfaction.
- Provided exceptional customer service by greeting customers with a friendly demeanor and addressing their needs promptly.

Material Handler

June 2023 – September 2024

McKesson, Aurora, CO

- Efficiently inspected and loaded outgoing materials ensuring quality control and accuracy.
- Operated pallet jacks and other material handling equipment to safely transport materials in the warehouse.
- Obtained multiple certifications on the pallet jack, tugger, and other material handling equipment.
- Trained new employees in safe material handling procedures and company policies.