

WORK EXPERIENCE

Lowe's Home Improvement

April 2017 – Present

Kitchen Designer/ Sales

- Serve as the store expert in cabinetry and countertops
 - Developed selling tools, systems, and reference documents that have been distributed nationwide by vendor reps, coworkers, and managers
- Generate product sales and installation project leads
 - Lead department to 9% increase in sales over last year (goal of +3%)

Lowe's Home Improvement

January 2016 – April 2017

Manager (Multiple Roles)

- Oversaw daily activities of departmental employees and managed performance of direct reports
 - Increased oversight from 4 reports and \$2M in yearly sales to 10 reports and \$10M during restructure
- Maintained sales and shrink metrics
 - Achieved sales of at least 7% over budget in all departments
 - Decreased appliance shrink from .55% to .02% (budget of .31%)
- Performed administrative, managerial, and customer issue responsibilities for store
 - Organized rollout of new IT program in store
 - Streamlined daily managerial tasks by producing documentation and communication tools

Lowe's Home Improvement

October 2015 – January 2016

Kitchen Designer/ Sales

The Summit Church

May 2014 – May 2015

Administrative Assistant

- Performed general administrative/office duties including website maintenance
- Taught and organized various classes and training

EDUCATION

Western Governor's University

December, 2017

B.S., Information Technology

Liberty University

May, 2014

B.S., Theology

Piedmont Virginia Community College

August, 2012

A.S., Business Administration

CERTIFICATIONS, SKILLS, VOLUNTEER EXPERIENCE, & INTERESTS

- **Certifications:** CompTIA – Project+, Network+, Security+, Linux+, A+; CIW – Advanced HTML5 & CSS3 Specialist, Site Development Associate
- **Skills:** Graphic design, Adobe Photoshop & Illustrator, Microsoft Word, Excel, & PowerPoint, public speaking, presenting, copywriting, retail sales, lead generation, management, customer service & issue resolution, volunteer management, inventory management, teaching/training,
- **Volunteer Experience:** Deployment, maintenance, and operation of A/V equipment (10 years), Print and digital graphic design, copywriting, and branding (6 years)
- **Interests:** Travelling, humanitarian work, D&D, mountain biking, racquetball, *The Office*, board games