

## CERTIFICATIONS

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**CompTIA** – Project+, Network+, Security+, Linux+, A+

**CIW** – Advanced HTML5 & CSS3 Specialist, Site Development Associate

## EDUCATION

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**Western Governor's University | Salt Lake City, UT**

**December 2017**

*B.S., Information Technology*

**Liberty University | Lynchburg, VA**

**May 2014**

*B.S., Theology*

**Piedmont Virginia Community College | Charlottesville, VA**

**August 2012**

*A.S., Business Administration*

## WORK EXPERIENCE

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**Lowe's Home Improvement**

**April 2017 – Present**

*Kitchen Designer/ Sales*

- Returned to this position in order to pursue continuing education
- Served as the store expert in cabinetry and countertops
  - Developed selling checklists and procedures to streamline sales and administrative duties
  - Published selling sheets and reference documents that have been distributed nationwide
- Generate product sales and installation project leads
  - Led 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 by educating and training staff and monitoring customer service metrics
- Maintained sales and shrink metrics
  - Achieved sales of at least 7% over budget in all departments
  - Decreased operational loss in department from .55% to .02% (budget of .31%)
- Performed administrative, managerial, and customer issue responsibilities for store
  - Organized rollout of new procedural initiative in store by teaching classes and offering practice sessions and feedback
  - Streamlined daily managerial tasks by producing instructional documentation and shared task-tracking sheets

**Lowe's Home Improvement**

**October 2015 – January 2016**

*Kitchen Designer/ Sales*

**The Summit Church**

**May 2014 – May 2015**

- Created advertising and branding materials in print and digitally involving graphics and copy
- Performed general administrative/office duties including website maintenance (WordPress maintenance & migration to Elexio, a specialized CMS & database)
- Taught and organized classes and training on learning techniques, budgeting, and software proficiency

**Walgreens Drugstore**

**September 2009 – October 2013**

## OTHER QUALIFICATIONS

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- Graphic Design & Branding – Adobe Photoshop & Illustrator (6 years), copywriting and branding (3 years)
- Microsoft Office – Word, Excel, & PowerPoint (10 years)
- Sales – Retail sales, lead generation, customer service & issue resolution, inventory management (6 years)
- Other – public speaking, presenting, teaching, and training (5 years); deployment, maintenance, and operation of Audio/Visual equipment (volunteer – 10 years); small team management (4 years)