

## WORK EXPERIENCE

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### 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
  - 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
- 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

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### 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

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- **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