

# Keenan Herron

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Ankeny, IA | 641-203-7782 | keenan.herron18@gmail.com

## SUMMARY

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Motivated college student pursuing a degree in Computer Information Systems with hands-on experience in retail operations, sales, and customer service. Proven ability to work efficiently while maintaining accuracy and attention to detail. Skilled in communication, teamwork, and basic computer applications with a growing foundation in IT systems and troubleshooting. Eager to apply technical knowledge and strong work ethic to contribute to organizational goals and gain practical experience

## KEY SKILLS

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- **Customer Service:** Strong interpersonal and communication skills with a focus on client satisfaction
- **Information Technology:** Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint) and programming, quick learner of new software
- **Sales:** Skilled in identifying customer needs and recommending appropriate products or services

## EXPERIENCE

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### Sales Associate

*Stretch Zone – Ankeny, IA 50023*

August 2025 - Present

- Drive membership sales by presenting Stretch Zone's unique benefits to each guest.
- Deliver exceptional customer service by warmly greeting clients, scheduling appointments, managing calls, and resolving concerns promptly.
- Retain members through proactive communication, consistent follow-ups, and adherence to daily operational procedures.

### Sales Associate

*Bomgaars – Chariton, IA 50049*

July 2023- July 2025

- Assisted customers in locating products, processing transactions, and resolving inquiries to ensure a positive shopping experience.
- Managed inventory by restocking shelves, organizing displays, and monitoring stock levels to maintain product availability.
- Collaborated with team members to meet store performance goals and maintain a clean, organized work environment.

## EDUCATION

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### AAS Computer Information Systems

*Des Moines Area Community College (DMACC)*

*August 2025- May 2027*

### High School

*Chariton High School*

*Graduated 2025*

**GPA: 3.7 (Principal Honor Roll Recipient, 8x)**

## CERTIFICATIONS

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- **Microsoft** - Microsoft Office Specialist
- **CompTIA** - CompTIA Tech+