

Kevin Gerstner

Customer Service Associate

Attentive and charming customer service professional with skills necessary to deliver memorable and quality experiences. I prioritize getting to understand each customer to establish trust and deliver a tailored service. Graduated in 2021 with a B.S. in Computer Science and Art & Math minors. Seeking to work with an ambitious company that values the people they serve.

Work Experience

SCP Distributors

Warehouse Associate

Tulsa, OK | May 2020 - Aug 2020

- Picked customer orders from a warehouse quickly and accurately using extensive knowledge of product lines.
- Received product shipments from trucks and filled out paperwork.
- Operated a forklift and outgoing shipment equipment.
- Ensured a positive experience for customers with flexibility and professionalism.

Shuffles Board Game Cafe

Server + Game Navigator

Tulsa, OK | Aug - Dec 2018

- Suggested board games based on a table's personality.
- Taught large groups of people how to play board games and assisted with any confusions with rules.
- Noted and fulfilled orders for several tables and ensuring customers were satisfied with their experience.
- Was always amiable, engaging, and professional with customers.

Ices Plain & Fancy

Food Service Worker

St. Louis, MO | April 2016 - Aug 2017

- Prepared, mixed, topped, and served liquid nitrogen infused ice cream.
- Assisted customers in selecting menu items in a friendly and helpful way.
- Had full knowledge of all 30 flavors of ice cream and offered intelligent recommendations.
- Worked at secondary location, independently opening, closing, and managing food supply and funds.

Midwest Industrial Chemical Company

Warehouse Associate

St. Louis, MO | Aug 2015 - Aug 2018

- Maintained cleanliness around several warehouses.
- Manufactured, prepared, and packaged shipments of products.
- Worked with equipment safely, including forklifts, chainsaws, chippers, saws, drills, and handling of dangerous chemicals.

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Skills

Customer Interactions

Problem Resolution • Friendly and Personable • Multitasking • Highly Organized

Collaboration

Open to Feedback • Decisive Action • Optimistic • Attentive Listening

Miscellaneous

Creative Ideas • Energetic • Artistic • Quick to Learn

Education

The University of Tulsa

2017 - 2021 \ \ TULSA, OK

3.8 GPA. B.S. in Computer Science and B.S. in Computer Simulation and Gaming with Math and Art minors.

Interests

Board Games, Graphic Design, Programming, Animated movies, Horror Games, Music, Coffee Tasting