

# Katharine Greenwood

Lawrence, KS | (785)813-3180 | kjgreenwo@gmail.com

## Skills

- Customer Service
- Attention to Detail
- Patience and Deescalation
- Time Management
- Intermediate and Advanced Math Skills
- Problem-solving
- Graphic Design
- Fluent in iOS, Windows, and Google Suite apps

## Experience

MARCH 2024 - PRESENT

**Burlington, Lawrence KS - Supervisor/Closing Lead**

- Managed customer service interactions including directing customers to merchandise, answering questions, solving problems, and deescalating complaints.
- Counted, verified, and documented physical and digital records of tills at the end of the night.
- Interviewed and trained new hires across multiple positions including cashier, sales floor associate, and supervisor.
- Covered cashiering, sales floor, and stockroom shifts as needed.
- Provided a friendly and productive environment for both coworkers and customers.

OCTOBER 2023 - MARCH 2024

**Burlington, Lawrence KS - Team Member**

- Answered and redirected phone calls, assisted customers in locating products, and provided a swift and friendly check out experience.
- Unpacked shipments and processed, sorted, and displayed merchandise.
- Consistently maintained a clean and tidy environment.

MARCH 2022 - OCTOBER 2023

**Michael's Craft Store, Lawrence KS - Cashier**

- Helped customers complete purchases and locate items.
- Answered questions about store policies and addressed customer concerns.
- Created and maintained merchandise displays.
- Mentored new team members on sales software.

## Education

**Johnson County Community College, Overland Park KS - Software Development Certification** | PRESENT

**Free State High School, Lawrence KS - High School Diploma** | AUGUST 2018 - MAY 2022