

MARSHALL LANNERS

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Summary

Current lambda school student. Has currently met or exceeded all sprint challenges and home work. Gained solid understanding of HTML, CSS, Javascript, React, Python, and Node. Has 7+ years customer service experience within a fast paced environment. Excellent team player, reliable, trustworthy and service oriented individual.

Skills

HTML, CSS, Javascript, Less, React,
Node, Python

Experience

Senior On Site Service Associate

07/2016 to Current

Ricoh@Amazon – Seattle, WA

- Winner of BSC of the Quarter in addition to two customer service excellence awards.
- Assisted employee development and lead customer service training workshops.
- Ran business operations such as supply management, office innovations, or large scale customer orders while maximizing profits.
- Communicates clearly and provides outstanding customer service to customers in person, over the phone, and by email via Microsoft Outlook.
- Works effectively in teams or solo to meet tight deadlines.
- Organizer and leader of employee recognition program.

Customer Service Representative

04/2014 to 02/2016

PACIFIC SCIENCE CENTER – Seattle, WA

- Provided outstanding customer service to all visitors.
- Accurately maintained the cash register, especially during high volume guest transactions.
- Assisted guests with all questions and concerns during visit.

Education

BACHELOR OF SCIENCE: BUSINESS ADMINISTRATION

California Polytechnic State University - San Luis Obispo, CA

Full Stack Web Development - Lambda School - Online