

# Louise Adkins

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503-753-9307

## PROFILE

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Self-starter who will take initiative, jump into any task or situation and thrive. Able to bring order to chaos, brainstorm solutions, find underlying problems, and take steps to fix them. Conscientious and empathetic in all interactions with others, and utilizing strong listening and interpersonal skills. Excellent at picking up subtleties and details and using them to improve outcomes. Serious about duties, handles tasks and responsibilities with diligence and dedication.

## EDUCATION

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*Portland State University, Portland, OR*

Bachelor of Science, Political Science, Winter 2021

Concentrations: Constitutional Law, Social Justice, GPA: 3.66

*Portland Community College, Portland, OR*

Completed Associate of Arts - Oregon Transfer Degree, Fall 2018

Concentrations: Sociology, Psychology, GPA: 3.96

## WORK EXPERIENCE

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Montgomery Service Desk, Portland State University, OR  
2019-2020

Customer Service Representative, Material Handler

Assisted students and guests in-person, over phone and email in all manner of services, assisting, problem-solving, and explaining policies while providing a welcoming and friendly environment.

Processed packages, rentals, and forms with efficiency and care, often while juggling multiple tasks and in fast-paced situations.

Performed productively and reliably both independently and as a team, as well as training and assisting new employees.

Supercuts, Lake Oswego, OR

2014-2016

Inventory Manager, Stylist, Store Associate

Redesigned shelves and pre-existing supply lists for improved efficiency and customer-friendly arrangements for easy access and higher sales. Regularly checked, re-stocked, and maintained reliable and streamlined inventory of supplies and other items

Utilized customer service and interpersonal skills to keep guests comfortable, leave satisfied, and earned loyalty to return for more services from me.

Managed daily operations of running the salon, from handling financial transactions, opening and closing procedures, and keeping the environment well-organized and clean.

Garden Home Cleaners, Portland, OR

2010-2012

Store Associate

Handled all aspects of customer service and order processing while on duty, working independently on shifts and responsible for business operations while on duty.

#### ADDITIONAL SKILLS

Service Skills: Dozens of hours of volunteering to help individuals and families in need over my college career with the organizations William Temple House and Oregon Food Bank, and with grassroots mutual aid projects.

Computer Skills: Microsoft Office, Excel, Google Apps Suite. Attended Portland Code School from 2014-2015 and learned HTML/HTML5, CSS, and beginners Javascript.

Language Skills: Spanish (advanced beginner)