

Archiving - Editing - Critical Thinking - Analyzing - Researching

# Mattie P Grandstaff

## Experience

### Shift Leader

Sonic Drive-In, Red Oak, TX

*June 2020 - Present*

- Overlooking labor control
- Supervising employees with on-time efficiency
- Complaint resolutions
- General maintenance and quality control

### Customer Service Representative II

Sally Beauty Holdings Inc., Denton, TX

*Nov 2017- Jul 2020*

- Inputting data on different mediums and programs (Salesforce)
- Representing company during conventions across North America
- Understanding strict policy procedures and making reasonable exceptions for approved cases
- Pushing likability through phone tone which creates a good relationship with customer and company

### Front Desk, Loyalty Champion

Holiday Inn Express & Suites

*Jun 2015 - Nov 2017*

- Fluency in MICROS systems
- Creative problem solving
- Maintaining account records
- Helping achieve Elite status for the hotel
- Assertive salesmanship

## Contact



940 - 312 - 8794



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Red Oak, TX

## Education



Bachelor's in Arts, Technology, and  
Emerging Communication  
The University of Texas at Dallas, *in Progress*



Associate in Arts - Cum Laude  
Navarro College, 2022

## Reference

Antonio McFarland / Front Desk Manager of  
Holiday Inn Express  
Cell: (940) 367-6029  
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Tonya Davis / Supervisor of Sally Beauty Holdings,  
LLC  
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