***Michael Peeples***

Huntsville, Tx • (832) 499-1888 • Mrp054@shsu.edu

***Customer Service Representative***

**EXPERIENCE**

***Network Specialist Intern,*** *Windham School District –**Huntsville, Tx* 11/2022 - Current

* Maintain, monitor, and troubleshoot hardware and software systems.
* Installing and designing new operating systems to withstand current operating standards.
* Maintain telecommunications with time sensitive matters.
* Communicate to team and management regarding projects, timelines, and results.

***Service Representative,*** *HEB –**Huntsville, Tx* 09/2021 - Current

* Interact with customers to provide information in response to inquiries about products and services as well as resolve complaints.
* Supervise and coach new and existing employees on company policies, core values and retained customer satisfaction.
* Deliver professional and accessible client service by establishing working relationships with senior management, staff, guests, and external vendors.
* Delegate tasks to team to meet goals quickly and efficiently on a daily basis.

***Sports Official Referee,*** Sam Houston State University *–**Huntsville, Tx* 01/2021 - 08/2021

***Ecommerce Manager,*** Ford Group INC *–**Houston, Tx*

01/2018 - 12/2020

* Demonstrate leadership and creative problem solving.
* Actively stay informed about latest sales and loyalty programs.
* Generate daily sales reports using operating systems.
* Design marketing content for social media purposes, including posts, and images.
* Assist customers with questions, requests, product transactions, prepare merchandise for online display, and restock the warehouse while cultivating salesmanship skills.

**SKILLS**

Microsoft Applications| Process improvement | Client relationship building | Workflow delegation | Data Integration | SAP | Microsoft Azure| Consulting | Photoshop

**EDUCATION**

**School**

*Klein Forest High School* 2018

*Lone Star University Park- Associates of Arts* 2020

*Association of Information Technology of Students President 2021-*2022

*Sam Houston State University- BBA Management Information Systems 2023(anticipated)*