

MASON VICKERY

CONTACT

1704 Nelms Drive Apt 1738
Austin, TX 78744

mtvickery1@gmail.com

(512) 468-4344

EDUCATION

B.A. Sociology - Fall 2014
University of Texas at Austin

Certified Business Foundations
Program - McCombs School of
Business

EXPERTISE

- Ability to work under pressure
- Passionate about helping others
- Collaborating with peers
- Promote efficiency and improve workflow
- Excellent communicator
- High attention to detail
- Time management

OBJECTIVE

To obtain a position that will enable me to utilize and enhance my organizational skills to promote efficiency and improve operations, as well as my ability to work well with others to bolster team morale and better myself and those around me.

WORK EXPERIENCE

Delta Millworks, Product Logistics Lead

OCTOBER 2016 - PRESENT

- Create wood siding, flooring, and decking products to provide to architects and customers
- Responsible for ensuring product supply and maintaining organizational data.

PRO Unlimited at Facebook, Operations Specialist

JULY 2015 - JULY 2017

- Team role of "gameplanner": distributed and monitored workload for a team of 20+.
- Acted as a "quality reviewer": reviewed work completed by team to ensure 98% accuracy was maintained when addressing user issues.
- Responded to 3,000 tickets per week dealing with sensitive content in a high-pressure environment.
- Worked in office with small and large teams as well as remotely.

Alta Ski Area, Ski Lift Operator

NOVEMBER 2014 - APRIL 2015

- Engaged guests in conversation and made them feel excited and safe while skiing.
- Exercised awareness by aiding skiers onto the ski lift in a safe and efficient manner.
- Spread the winter wonderland culture of Alta.

Gattis Pizza, Store Associate

MAY 2011 - MAY 2012

High Lonesome Ranch, Ranch Foreman Apprentice

DECEMBER 2007 - DECEMBER 2009