

Nolan Groves

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College freshman with leadership and customer service experience. Graduated high school with an IB Diploma and 55 college credit hours. Have lived abroad on my own. Enjoys problem-solving and is self-motivated.

Education

- 2012 – 2016 **IB Diploma**, Westwood High School, Austin, TX, 4.0.
2017 – **Freshman in the Physics Program**, Texas State University, San Marcos, TX, 4.0.
Current

Experience

- Apr 2017 – **Cashier**, Which Wich Superior Sandwiches, Austin, TX.
Current Handle customer orders and assist with making sandwiches
- Politely assist customers in person and via telephone.
 - Set-up, manage, and close out front register.
 - Assist customers with food selection, inquiries, and order customization requests.
 - Ensure superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.
 - Ensure the front-of-shop is clean and orderly.
- Nov 2017 – **Contractor**, Salsa Labs, Austin, TX.
Current Preform data normalization, transformation, and cleanup on client data for import into a CRM database

Skills

- Problem Solver
- Fast Learner
- Levelheaded Personality
- Strong Mediator
- Excellent Teacher/Explainer
- Creative Thinker

Accomplishments

- Participated in 4 years of a FIRST Robotics team and held driver and leadership positions
- Took part in 3 years of marching band that participated at the state level
- Member of Mensa
- Volunteered at Habitat for Humanity over the course of 2 years
- Have fostered puppies and kittens from a local shelter for the past 4 years