

Savannah Harwood

5020 Sam Houston Ave
Huntsville, TX 77320
(817) 296-8912
savannah.harwood@outlook.
com

EXPERIENCE

Home Depot, Huntsville TX - Service Desk Lead

July 2023 - CURRENT

Supervisor of Order fulfillment, Keep track of orders, keeps track of deliveries, organizes order space, and attends to any customers needs

Home Depot, Huntsville TX - Service Desk Associate

October 2019 - July 2023

Processes returns, fix and any order complications, keep track of customer satisfaction scores

EDUCATION

Sam Houston State University, Huntsville TX - Management Information Systems

August 2021 - December 2024

Works with data analysis, converting information into excel documents, understands the fundamentals of creating and reading informational graphs

SKILLS

Customer Service

Leadership

Problem Solving

Teamwork

Emotional intelligence

Skills management

AWARDS

Presidents Award - Working through the 2020 winter storm when others could not make it to work.

Spartan Award - Going to help out at another Home Depot location because their store manager had died and they needed coverage while their workers went to the funeral

Gold Award - Going above and beyond on customer service

Platinum Award - Stepping up in leadership when our Lead quit due to family issues

LANGUAGES

English

Savannah Harwood
5020 Sam Houston Ave
Huntsville, TX 77320
817-296-8912
savannah.harwood@outlook.com

August 3, 2023

Dear Hiring Manager,

I am writing to you today because of a position that you opened up to be an intern for BearKat Snax.

My previous experience is a Service Desk Lead at Home Depot for the Huntsville, TX location which I feel with my experience would make me the perfect candidate for the intern position.

As service desk lead I was responsible for our store's customer service, the orders that customers would place and make sure they were picked correctly and according to their liking. I was also expected to keep logs of each order and be responsible for weekly inventory as well as customer satisfaction on such orders.

In that position I learned customer service skills as well as time management. I was able to learn the computer databases in and out within a couple of months and use them to my satisfaction. In fact I was rated the highest performing service desk associate for 3 months straight based on my organization, customer services, and efficiency when getting a job done in a timely manner.

In addition, I made it a priority to create a relationship with my customers to make sure they felt comfortable coming to me with a problem as well as doing anything in my power to fix an issue that they might have been having.

I look forward to getting the opportunity to meet with you in person where I can go into further depth about my experience and skills when it comes to customers and our store.

Sincerely,

Savannah Harwood

- If you had a resume before, name two things you changed based on the readings/lectures for this week and/or the job description. I honestly did not change a single thing on my resume because I felt that the resume I already had fit perfectly with the job description of what Bearkat Snax had in mind for a candidate. My current job at Home Depot sounds almost identical to the skills needed for the internship which I believe I already possess.
- What is the strongest part or aspect of your resume? In other words, what do you think you did well? I would say the strongest part of my resume would be the amount of rewards that I have received while working at Home Depot. These awards were given to me based on my performance and are not handed out often. I am proud of the work that I have done to help my store and appreciate the recognition where I can positively be reinforced to make sure that I am doing the job being asked of me and not only that but going above and beyond to make sure things get done and customers stay happy.
- What's the weakest link in your resume? In other words, what do you have questions about or need help with? I would say the weakest part of my resume is that I have only ever had one job. Some can see this as a good thing considering it was my first job and I have had it for 4 years but it also limits my work experience where I can not say I have experienced multiple types of work environments therefore I would not know how to navigate another job.