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| **Mackenzie Lundgren**  631 Old Orchard Ave, Excelsior Springs, MO, 64024 - 816-808-0273 - lundgrenmackenzie@gmail.com |
| **My objective is to obtain a position that allows me to utilize my customer service skills, outstanding communication, and proven leadership qualities while providing an environment that allows ongoing career growth and development.** |

**Experience**

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| **2019-August 2020**  **Receptionist, Ruby Receptionist Inc.**  **Responsibilities include answering phone calls within a certain amount of time. To provide outstanding customer service to the small business customers we answered for. I was also responsible for setting monthly goals and meeting those in regards to the amount of calls I answered, and the speed in which I would complete those calls.**  **2018 – 2019**  **server, big biscuit**  **Responsibilities include providing an outstanding customer experience, handling money, and training new employees.** |
| **2017 – 2018**  **Key holder/sales associate, earthbound trading company**  **Responsibilities included opening and closing the store, assisting customers, training new employees, and ensuring merchandise and displays were dynamic and impactful.**  **2017**  **Server/bartender, bar louie**  **Responsibilities included providing outstanding customer service to guests, handling money, and training new employees.**  **2016**  **Server, Ginger Sue’s**  **Responsibilities included providing outstanding customer service to guests, handling money, and training new employees.** |

**Education**

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| **December 2012**  **High school diploma, liberty high school**  **Completed high school with a 3.8 GPA, participated in audition choir, theater, and forensics.** |
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**Skills**

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| * Customer Service Oriented * Strong Communication Skills * Goal Oriented and Well Organized * Ability to Think Critically | * Strong Work Ethic * Team Player * Able to Learn Quickly * Can Work Independently |

**A little more about me**

As a single mother, my biggest activity is chasing around my 3 year old son when I am not at work. I also enjoy reading, music, journaling, and spending time with family and friends. I am focused and looking to find a position that allows me to use the skills I have, while beginning to build a career. With a strong work ethic and a desire to build my skill set, I am looking for a position within an organization that allows me to grow and become a long time employee.

**references**

Aaron Dickey/City of Liberty/816-885-4362

Erly Polk/Big Biscuit/816-646-9680

Kaitlynn Hamline/Self-Employed/816-519-5823