

Tessa Strube

Indianapolis, Indiana 46221
T: (317) 435-5874
E: tessastrube@hotmail.com



Summary

High-energy, organized, results-oriented customer service and retail management professional with a broad range of experiences working directly with a diverse set of customers. Eager to learn and grow professionally. Strong references from all prior employers.

Experience

Assistant General Manager, Oakley

Indianapolis, IN

2019 - 2020

Managed the only Oakley storefront location in Indiana. Educated customers about Oakley products and history, available products and engaged with consumers to provide personalized product suggestions. Participated in daily/weekly regional conference call meetings and completed mandatory management tasks. Unloaded, organized, and prepared product shipments for store display. Conducted interviews and trained sales associates. Created and maintained a welcoming environment for employees and customers. Received training for Oakley Authentic Prescription eyewear.

Contact: Amber Craig, General Manager, (317) 636-2647

Game Advisor, GameStop

Plainfield, IN

2019

Provided friendly, open, and enthusiastic service to customers, in person and on the phone. Answered questions and assisted with product selection, purchase, or returns. Informed customers of GameStop services, loyalty programs and deals. Passionately shared product knowledge with new and existent customers. Organized storefront and maintained an inviting environment for customers.

Contact: Ashley Scott, Store Leader, (317) 838-8050

Bartender & Server, Scenic View Restaurant

Bloomington, IN

2018

Prepared alcoholic or non-alcoholic beverages for bar and restaurant patrons. Interacted with customers, taking orders, serving snacks and drinks. Assessed customers' needs and preferences to make proper recommendations. Mixed ingredients to prepare cocktails accordingly. Checked customers' identification to confirm customer is of legal drinking age. Restocked and replenished bar inventory/supplies. Remained guest focused and nurtured an excellent guest experience. Complied with all food and beverage regulations

Contact: Mark Bell, Owner, (812) 837-9101

Server & Waitress, Hard Truth Hills

Nashville, IN

2018

Received orders, served food to customers, ensured tables had been properly addressed and all payments were collected. Memorized menu to provide suggestions for customers based on their preferences. Worked in kitchen, preparing food when needed. Managed money accurately and operated a point-of-sale system. Efficiently worked in a fast-paced work environment to deliver orders in a timely manner.

Contact: Meaghan Poland Lappin, General Manager, (812) 720-4840

Delivery Driver, Papa John's**Bloomington, IN**

2017-2018

Prepared vehicle for deliveries, learned delivery areas, checked orders for quality and accuracy, and followed proper delivery procedures. Accurately processed order paperwork and payment transactions. Provided customer service in person and by phone, prioritizing the customer's requests. Worked in house preparing ingredients, receiving, and processing orders.

Contact: Alex Nichols, General Manager, (812) 353-7272

Sales & Service Representative, ACE Solutions**Spartanburg, SC**

2016

Worked remotely, contacting potential and existing clients. Sold professional printers, printer toner, and printer replacement parts. Contacted customers to ensure their printers are working properly and all product parts had been received. Recorded business information and sales transactions on Business Contact manager and Microsoft Excel Spreadsheets.

Contact: Elaine Herrmann, Owner, (864) 754-4136

Sales Associate, The Finnish Line**Plainfield, IN**

2015

Performed sales and customer service responsibilities: basic cashiering, stockroom upkeep and store upkeep. Maintained company standards regarding personal sales metric.

Contact: Tim Williams, General Manager, (317) 837-4289

Education**High School Diploma, Plainfield High School****Plainfield, IN**

2011 – 2015

Software Development Certification, Eleven Fifty Academy**Fishers, IN**

September 2020 – December 2020 – Current Student

Skills**Optical Technician Training, Oakley****Indianapolis, IN**

2020

Received training for processing orders of Oakley Authentic Prescription eyewear and providing customers with solutions and fixes to product problems or alterations that were able to be completed in-store.

Indiana Liquor License, State of Indiana

May 2018 – May 2021

Soccer Coaching, MC United FC Club**Indianapolis, IN**

2017 – present

Assistant team coach and goalkeeping coach for Matthew Wallace's MC United FC Girls 2006 soccer team.