**Education**

**Sam Houston State University – Huntsville, TX**

**Currently Attending**

BBA Management Information Systems

Graduation Date: Fall 2024

**Professional Experience**

**Office Assistant**

**Semper Amici Canine Training – Spring, TX**

**06/2023-Current**

* Answering inbound calls.
* Greeting pet parents as they arrive for training sessions.
* Setting appointments for pet parents with respective trainers.
* Maintaining a clean and presentable reception area.
* Collecting payments on open invoices.
* Confirming appointments set with pet parents.
* Assisting in shooting training video.
* Ensuring great care of all animals within the facility.
* Communicating effectively with head trainers to ensure a smooth schedule.

**Repair Technician/Manager**

**uBreakiFix – Cypress, TX**

**05/2022 – 12/2022**

* Opening and closing the store.
* Ensuring each customer is checked in correctly.
* Maintaining a clean workstation
* Ensuring cell phone repairs are done in a timely manner.
* Answering phone calls about our services
* Repairing laptops, game consoles, and desktops.
* Performing quality checks after any repair.
* Communicating with upper management to ensure daily operation of the store is completed correctly.
* Keeping up with new company policies and training videos for new repairs.
* Working with Asurion and cellphone provider warranty repairs.

**Lube Technician**

**McWhorter Tire – Lubbock, TX**

**6/2021 – 12/2021**

* General upkeep of the lube bays.
* Maintaining relationships with regular customers and building new relationships with new customers.
* Checking all components under the hood of the customer’s vehicle making sure they are at the correct and safe level.
* Checking tire pressure.
* Helping with vehicle inspections.
* Draining oil and replacing oil filters on customers vehicles.
* Training new employees that are hired.
* Communicating effectively with my coworkers to ensure a safe environment.

**Fabricator**

**Wellborn Sign Co. – Lubbock, TX**

**7/2020 – 6/2021**

* Use machines to build and hand craft signs.
* Help paint and detail signs.
* General upkeep of the shop.
* Ensuring all work stations are clean and organized.

**Laborer**

**Flatland Steel – Lubbock, TX**

**11/2019 – 6/2020**

* Getting to the jobsite on time every morning and getting tools ready for the day.
* General hand tool and labor work.
* Taking measurements and cutting steel to size.
* Erecting steel and fastening pieces together.
* Operating forklifts to move steel around the jobsite.
* Using Scissor lifts to reach the roof of the building for repairs and installations.

**Support Specialist**

**Telenetwork Inc. – Lubbock, TX**

**9/2018 – 1/2019**

* Troubleshot with customers for internet and cable tv issues.
* Used software to analyze the issue and assisted customers through troubleshooting steps.
* Ensured customers are satisfied with their service and experience.

**Great Plains Distributors**

**Lubbock, TX**

**4/2018 – 7/2018**

* Created an inventory list of products that have been purchased.
* Pulled and stocked product that is needed to fill the shelves.
* Assisted customers with quality and preference questions or provided product off of the shelf.
* Managed time on routes to ensure that each store has appropriate product during peak business hours.
* Followed specific directions to set up displays and tastings for customers.

**Senior Petcare Specialist**

**PetSmart Pet Hotel – Lubbock, TX**

**8/2015 – 4/2018**

* Responsible for constant upkeep of pets’ hotel rooms, and supervision of well-being, food consumption, and elimination monitoring.
* Checked-in and checked-out owners and clarified that their services matched what the owner requested, as well as the invoice
* Upsold and provided other add-on services to pets such as baths and treats
* Provided medications, nail grinds or trims, and transporting pets to veterinary care
* Supervisor of Pet Care Specialists in absence of Hotel Leaders
* Assist Hotel Leader with employee scheduling
* Provide customer service to unsatisfied customers and help come to a fair resolution