

# Jeremiah Hale

## **Goal Oriented Professional with Excellent Organizational and Interpersonal Skills**

Dallas, TX 75206

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I am seeking a position within an organization that helps increase my business acumen and provides the opportunity for advancement and full-time employment.

Authorized to work in the US for any employer

## Work Experience

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### **Account Specialist**

Worldwide Express - Dallas, TX

June 2022 to September 2023

As an account specialist my job is a combination of customer service and operations duties. My role is very team oriented as I work along side other account specialists, account managers, billing personnel, and other members of the Worldwide Express team to address the needs of our clients and the business in an efficient and effective manner. I actively monitor shipments for our clients addressing questions, concerns, and requests as they come through via calls or salesforce. I am also responsible for problem solving and coming up with resolutions to get our client's freight picked up and moving until it delivers, addressing any issues that arise during the lifespan of a shipment. I utilize concise communications skills to keep our clients' informed on their freights status, and to keep their expectations managed and met. I also ensure their vendors and/or customers are prepared for pickup or delivery , and our partnered carriers are informed and aware of the needs and expectations for both shipping and receiving parties. I also manage and maintain a client database keeping track of their active employees, types of freight shipped, preferred carriers, as well as their regular customers and vendors.

### **Overnight Freight Associate**

The Home Depot - Granbury, TX

April 2022 to May 2022

I am responsible for unloading freight from shipping trucks as they come in. I then sort and organize product by department/aisle and begin stocking the store. I am also responsible for maintaining the organization of excess product in our overhead storage bays.

### **Leasing Consultant**

Weidner Apartment Homes - Farmers Branch, TX

February 2022 to April 2022

I actively seek and assist prospects through our application and leasing processes. I do so by taking prospects on guided tours, providing information regarding our property and application / leasing procedures, and promptly responding to any questions or concerns prospects may have through calls or emails. I also assist with helping to maintain positive working relationships with current residents to help push renewals and provide a sense of community for the property. I also help our community director maintain organized files for potential, current, and past residents, as well as assisting her with miscellaneous tasks around the property.

## **Produce/Healthy Living/Curbside Specialist**

HEB Grocery Company / Central Market - Dallas, TX

July 2017 to November 2021

As a Healthy Living and Produce partner I developed planogram to maintain an organized work space. Develop and maintain satellite displays of products. Provide basic information on products for customers. Perform active and suggestive selling to maximize sales. Analyze and record sales data to expeditiously meet sales quotas. As a Curbside Specialist I was responsible for both guest relations, and leading team members in my department. I assisted my supervisor with assigning shops to shoppers / delegating tasks to team members within the department as needed, created positive working relationships with customer, provided conflict resolution for guests and team members alike, and stood in as an acting supervisor regularly.

## **Leasing Professional**

Campus Quarters - Corpus Christi, TX

July 2016 to June 2017

Responsible for actively finding and leasing prospects, and had the most closed leases for 3 months running. Maintained detailed / up to date files on every prospect and resident. Managed marketing through social media, online posting, emails, and planned marketing events. Maintained healthy and active relationships with residents to promote and encourage lease renewal. Maintained organization of office and model space, as well as attached amenities. Provided on call service for overnight lock outs and other issues. Nightly patrols to ensure safety and security of property. Assisted maintenance staff with minor jobs when necessary.

## **Courtesy Clerk**

Sprouts Farmers Markets - Murphy, TX

July 2014 to August 2016

Provided basic maintenance duties: Provided varied forms of customer service, and performed suggestive selling / pushed ad items.

## **Education**

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### **1 Year Completed in Finance**

Texas A&M Corpus Christi - Corpus Christi, TX

August 2016 to June 2017

### **High school or equivalent**

Plano East Sr High School - Plano, TX

August 2012 to June 2016

## **Skills**

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- Customer Service (7 years)
- Merchandising (7 years)
- Sales (7 years)
- Conflict Resolution (7 years)
- Leadership (2 years)

- Property Management (1 year)
- Event Planning / Marketing (1 year)
- Marketing (1 year)
- Microsoft Programs (8 years)
- Communication (10+ years)
- Customer Relations (8 years)
- Time management (8 years)

## Awards

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### **Bob Brandt Customer Service Award**

August 2020

An award given out by HEB Grocery Company recognizing excellence in customer service. Awarded to partners known for going above and beyond for their customers.

## Additional Information

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- Posses adept leadership skills
- Proficient in communications
- Excellent problem solving / trouble shooting techniques
- Well versed in conflict resolution
- Strong interpersonal skills
- Detail oriented
- Goal driven