

LANGUAGES, RELEVANT SKILLS, & CERTIFICATIONS

Languages: Spanish (limited working proficiency)

Software: Microsoft Office Outlook 2016 Making appointments, creating rules, Facebook Ad Manager, Click Funnels, Canvas, Mac OS & Windows 7 and 10 computers, JIRA

Track Category: Business Essentials (Client Services)

Certification: Cisco Essentials Certification, Envision Certification of Achievement, Certification of Achievement Spanish Honors Society

EXPERIENCE

Jake's Country Meats, Cassopolis, MI

May 2013 – Current

Warehouse Manager

June 2020 – September 2020

- Reduced errors by 95% in one month by implementing a secondary check system
- Trained all new employees with hands on experience to be knowledgeable and efficient throughout their everyday tasks

Sales Representative

May 2014 – Current

- Successfully increased sales by 30% year over year since 2018 by providing replacement options for meat cuts that we did not have in stock
- Built a personal connection with customers which led to a 66% average sale increase

iManage, Chicago, IL

August 2019 – May 2020

Informational Technology Intern

- Reimaged 5+ MacBook and Windows computers daily, keeping machines updated so they could be used for future employees and save the company from continually purchasing new machines
- Supported employees with everyday computer problems such as connecting printers, downloading drivers and fixing displays which allowed them to remain productive & focused on their jobs, effectively eliminating any worry about technology

Compost at Every Home, Chicago, IL

June 2018 – December 2019

CEO

- Sold composting service to 20% of the customers I talked to by overcoming objections
- Hired employees and coached them on how to pitch the service and upsell customers
- Implemented a referral program that increased the customer base by 25% resulting in ten more gallons of compost collected every week

EDUCATION

Year Up, Chicago, IL

September 2020 – Current

Year Up is an intensive career development program with 250 corporate partners, college-level courses, professional training, and a six-month internship.

- Completed coursework in Computer Applications, Advanced Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in Business Essentials, including Customer Service
- Earned up to 31 college credit recommendations through ACE CREDIT

VOLUNTEER EXPERIENCE

Mennonite Disaster Services, Ashland, KS

July 2018 – July 2018

Volunteer

- Worked cooperatively with other volunteers to stay efficient and finish all of our tasks through the extreme heat
- Removed 15.4 miles of fence saving the farmer \$150,000