

# Ryan Albertson

Austin, MN

ralbertson11@gmail.com - 5072133626

## WORK EXPERIENCE

### **Cashier/Cook**

Casey's General Store - Austin, MN - November 2014 to Present

### **Service Technician**

Trugreen - Rochester, MN - May 2014 to August 2014

#### Responsibilities

Spread fertilizer and weed control products on customers' lawns using a push spreader and/or a dual-line hose. Diagnosed lawn problems and instructed customers' on proper care. Light mechanical work. Completed paperwork that showed how much product was used versus expected use. Some sales/upselling. Called customers to explain what I did on their lawn and address any concerns.

#### Accomplishments

Quickly grasped appropriate techniques and procedures required for the job. Was recognized for the amount of work completed in my time there. Trained in some new hires.

#### Skills Used

Physical abilities including strength and stamina. Communication skills. Knowledge of plants, insects, and the chemicals that effect them.

### **Order Entry Clerk**

Jostens - Owatonna, MN - November 2013 to April 2014

#### Responsibilities

Entered and audited diploma and diploma cover orders in Oracle system, worked with coworkers to troubleshoot any issues that arose, communicated with customer service reps to ensure accuracy, used Microsoft Office programs such as Word, Excel, and Outlook as well as programs like Adobe and an Oracle database

#### Skills Used

Attention to detail, verbal and written communication skills, general computer skills, effective time-management, fast and accurate data entry.

### **Delivery Driver**

Pizza Hut - Marshall, MN - August 2012 to May 2013

#### Responsibilities

Delivered food to customers' homes in a timely manner. I took customers orders on the phone and entered them into computer system. Washed dishes, kept work area clean, prepped dough for next-day use, did a small amount of cooking

#### Skills Used

Fast and friendly customer service, decision-making, teamwork, cleanliness and safety procedures,

### **Reader**

Perceptions Literary Magazine (Southwest Minnesota State University) - Marshall, MN - January 2013 to April 2013

**Responsibilities**

I read through each submission sent my way via email and chose which pieces were of a high enough quality to be sent to their respective editors for a final decision.

**Skills Used**

Critical thinking and reading, communication, ability to recognize quality writing in fiction, poetry, and non-fiction.

**Cashier/Cook**

Casey's General Stores - Marshall, MN - May 2011 to August 2012

**Responsibilities**

Cashier shifts involved providing friendly customer service, operating a cash register, stocking coolers, freezers, shelves, and warmers, and keeping the store clean, neat, and orderly. Kitchen shifts involved much of the same with the addition of quickly and accurately producing food to-order, as well as for coolers and warmers.

**Skills Used**

Customer service, physical abilities (lifting, pushing, pulling heavy boxes, pallets, crates), Cleanliness and safety procedures, good judgement and decision-making, problem-solving,

**Co-Editor**

Accent Literary Journal (Riverland Community College) - Austin, MN - October 2009 to December 2009

**Responsibilities**

Read each literary submission to the school's journal. I then provided critiques of each work and discussed with the other co-editors whether or not an individual submission should be published in the journal.

**Skills Used**

Ability to recognize quality writing in fiction, poetry, and non-fiction. Critical thinking and communication skills were a must.

**EDUCATION**

**Currently taking web development courses online**

Team Treehouse, Khan Academy

2013 to 2014

**Did not graduate in Literature and Creative Writing**

Southwest Minnesota State University - Marshall, MN

2010 to 2013

**AA in General Studies**

Riverland Community College - Austin, MN

2008 to 2010