

# Eric Ensign

Rochester, MN 55904

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1-507-990-8901

Authorized to work in the US for any employer

## Work Experience

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### **CSR - Customer Service Representative**

BeBloomin - Wadena, MN

January 2015 to April 2015

I took incoming 2-way Video calls, made outbound calls, performed installations offsite, utilized customer service, and crafted documentation and presentations.

### **Sales Advisor**

Club Demonstration Services - Rochester, MN

July 2013 to October 2013

I served various products to Costco members in the form of samples. I utilized customer service, sales experience, and my own natural charisma to encourage members to purchase the product I sampled. By talking up the key points of the product and highlighting the reasons why they should buy it, I was able to increase sales of the product throughout the day and sell the required amount of product.

### **Broadband Technical Advisor I**

Charter Communnications - Rochester, MN

June 2012 to January 2013

I diagnosed and troubleshot internet or video related problems with customers over the phone. Educated customers on avoiding future problems and utilized suggestive and up-selling tactics to increase sales and/or services.

### **Cook**

Pizza Hut - Rochester, MN

October 2011 to March 2012

I made Pizza's to order under time constraints, prepared dough, washed dishes, cleaned, stocked, took phone calls, utilized Customer Service while taking orders and employed Suggestive Selling and Up-Selling to increase sales.

### **Sales Associate**

Walmart - Rochester, MN

June 2010 to January 2011

I worked in the Produce section. I culled produce, cleaned the displays and the work-area in the backroom/fridges, took Inventory, prepared food, stocked product using the FIFO system(First In First Out), received shipments, operated pallet jacks, and employed Customer Service, Suggestive selling, and sales skills during customer interactions.

## **Floor Supervisor**

Cinemagic Theatres - Rochester, MN

July 2009 to November 2010

I supervised and managed Concessions, Ticket Sales, Break Scheduling, and Theater Monitoring/Cleaning. I received stock shipments and assisted with Inventory. I did everything that the Managers did and then some, except for the paper work and the bank drop-offs. I changed the signs on the front and side of the building using a telescopic pole and a scissor lift. I utilized Customer Service and sales skills like Up-selling and Suggestive selling.

## **Delivery Boy**

Jakels Bakery - Galena, IL

2001 to 2002

I washed dishes, cleaned, delivered bread to surrounding shops and business', utilized Customer Service when dealing with customers and vendors, and assisted the bakers in daily operations.

## Education

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### **Horticulture Science/Generals**

RCTC - Rochester, MN

July 2017 to April 2018

### **GED**

Hawthorne Education Center - Rochester, MN

2012 to 2012

## Skills

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Customer Service Skills (5 years), Cashier (3 years), Troubleshooting, Cooking, Time Management, Leadership, Critical Thinking, Creative Problem Solving

## Links

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<http://www.linkedin.com/in/eric-ensign-7696b448/>