

Eric Schwemmer  
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## SUMMARY

An experienced customer service professional. Comfortable interacting with all levels of the organization. Diligent worker and skilled in problem solving situations. Highly capable of handling large amounts of customers while sustaining quality service.

## WORK EXPERIENCE

**Five Points Pizza, Montgomeryville, PA**  
**2023**

**2015-**

Started working as delivery driver but increased responsibilities to include multiple positions.

Assisted as a server, cashier, and even cook depending on volume of customers.

Responsible for organizing weekly work schedule as well as all employee job tasks.

Further developed my customer service skills, while handling large quantities of customers at efficient and effective rate

**HomeGoods, Blue Bell, PA**

**2013-2015**

Held various job positions while working, which provided the ability to assist in any department.

Responsible for assisting customers to the fullest, including carrying purchases to the customers car, especially if they needed assistance.

Learned very valuable customer service skills that helped with future jobs. Title was associate but worked as cashier and stocker.

Handled fragile and heavy pieces of furniture, developing a strong ability to problem solve at a quick rate when loading and unloading purchases.

**Camp Bow Wow, Fort Collins, CO**

**2017-2022**

Began as a counselor and worked up to become a front desk supervisor, a position in charge of many responsibilities.

A few of those responsibilities included feeding, giving of medicine, and caring for over 60 dogs for entire shift.

Needed to use customer service skills for dog interviews, as well as handling of the dogs when they enter and leave.

In charge of assigning tasks to be completed by the counselors, based upon the busyness level of that day.

## **EDUCATION**

**Shippensburg University of Pennsylvania    Shippensburg, Pennsylvania**  
**2011-2012**

General Education Associate Degree

**Montgomery County Community College    Blue Bell, Pennsylvania**  
**2013-2015**

Liberal Arts Education Associate Degree.

**Front Range Community College                      Fort Collins, Colorado**  
**2018-present**

Associate of Science Degree

### **SKILLS & ACTIVITIES**

Languages: English, Learning Spanish

Interests: Hiking, Biking, Snowboarding, Traveling, Camping

Skills: Microsoft office, Basic accounting, Dog walker, customer service

## **REFERENCES**

- Raul Alarcon: (215) 767 2579 Five Points Pizza
- Matthew Elliott: (267) 616 9944 Camp Bow Wow
- Elizabeth Hughes: (478) 361 9881 Homegoods

### **Personal:**

- Bari Weber: (314) 707 7242
- Patricia Hrabina: (215) 397 7067
- Richard Sauter: (215) 756 3117