

Michael J. Hoogenakker

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Summary

An experienced customer service professional with proven interpersonal skills. A creative thinker who can provide a high level of leadership and strategic direction. Enthusiastic, energetic, ability to relate to a broad/diverse public.

Experience

Management

- **Provided security within a Minnesota Correctional Facility. Effectively applied, communicated, and enforced post orders, facility instructions, division directives and department policy in maintaining security. Supervised offenders in daily living routines; monitored offender movement and activities, including exercising disciplinary control over offenders; and writing reports.**
- **Managed Theater Department staff, University of Minnesota, Duluth Campus, in Sound and Lighting.**
- **Team Leader in undergraduate lab control studies, Department of Biological Sciences, University of Minnesota Duluth; maintained, analyzed and dispatched, consistent data properties, fact finding, control regulation, and proof for two succeeded trials under grant studies.**
- **Recruited, successfully directed fund raising for Outward Bound, District 270.**
- **Supervised Sound and Lighting , Hopkins High School.**

Training & Development

- Graduated from Century College Truck Driving School with a Class B License and Air Brakes Endorsement Sept. 2016
- Received firearms training and qualifications for the AR-15 assault rifle and Remington 870 pump-action shotgun.
- Trained in less-than-lethal munitions such as Freeze+P chemical irritant and riot gear. Learned to secure compliance with open-handed strikes, pain compliance through applying force to pressure points, securing compliance with mechanical restraints, training for hostage situations, riot suppression and crowd control.
- Customer Service Specialist, Auto Parts Delivery Driver, O'Reilly Auto Parts,
Position involved direct sales and parts distribution in the western suburbs of Minnesota for 2nd largest automotive retail chain in the U.S.
- Completed Customer Service training and marketing programs O'Reilly Auto Parts Sales Specialty Division.
- Created marketing programs for UMD Theatrical Seasons 2008-2009.
- Public speaker representing student body for fund raising, recruiting efforts on behalf of Phi Alpha Theta, UMD.
- Studied in Undergraduate level, interdisciplinary studies, individual/team development, human relations, and communications, to facilitate implementation of programs to improve skills, knowledge, abilities, and attitudes of peers.

Planning

- Analyzed, assessed, and checked for understanding needs for customers on retail level for auto parts chain.
- Sales and retail for 3rd largest retail chain in U.S. during undergraduate studies.
- Assessed, adjudicated needs for short and long term data studies, Biological Sciences, UMD.
- Professional recognition for logical/thorough leadership; effective time management, setting of priorities and evaluation skills, dealing with multiple demands.
- Designed and executed before and after school programs as well as tutoring courses.

Communication Skills

- Experienced public speaker that can speak to all levels of people, entry level through management; represented Greek, UMD History Society , undergraduate level.
- Customer Service Analyst, Sales O'Reilly Auto Parts.
- Teacher Assisted classes, undergraduate level Biological Sciences.
- Enthusiastic, energetic, ability to relate to a broad/diverse public, attentive listener, effective verbal/writing skills, excellent problem solving abilities.

Education

Undergraduate work University of Minnesota, Duluth Campus, 2007-2011.

Biological and Interdisciplinary Studies – School of Social Sciences, GPA 3.55

Pearson Certified, Nursing Assistant, CPR, 2010

Red Cross Certified Professional Rescuer, AED,CPR ,2013

Software Skills

Microsoft Outlook, Word, Excel, PowerPoint, Access, Peachtree, 10-key 2011

Employment

Front End Associate. Costco Eden Prairie 2015

Corrections Officer. MCF-Stillwater 2014-2015

Parts Specialist

O'Reilly Auto Parts Inc. Hopkins/Crystal Reporting Units 2012-2014

Student Services /Support, University of Minnesota, Duluth Campus 2007-2011

Customer Service Representative 2006-Oct 2007

JC Penney, Ridgedale, Minnetonka, MN

Grocer/Bagger

Lund's Country Village , Minnetonka , MN 2004-2006

Hopkins School District 270 Student TA Math/Sciences dept. Minnetonka, MN 2006-2007