

# Amber N. Huml

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An amazing worker who thrives in a dynamic and challenging environment; Proven track record of exceeding customer expectations, driving sales and improving department efficiencies; Achieves and maintains vast product knowledge; Focused on high quality service and ensuring the needs of the company are met. Additional skills:

- Microsoft Office
- Process Improvement
- Organizational Skills
- Willingness to learn
- Problem Solver
- Excellent Customer Service

## Education

### Bachelor's of Arts Degree

Brigham Young University – Idaho

2013

## Professional Experience

### Team Member

Super Target, CO

2008-Present

- Provided hands on training that produced safe, efficient, and outstanding new employees.
- Designed an in depth schedule and set of instructions for the employees which made closing the department more efficient and was used by two managers for reference and still used by the company.
- Organized and accounted for custom product orders and ensure that they were filled correctly.
- Excelled at answering customer questions about company products over the phone and in person.
- Recognized for excellent customer service by store managers and loyal customer comments.
- Resolved customer problems/ complaints while maintaining a professional and pleasant demeanor.
- Greeted all customers in a cordial, professional manner.
- Effectively prioritized and completed all duties to ensure on time department nightly closing.
- Cleaned, organized, and maintained to meet third parties cleanliness standard.
- Maintained professional work appearance at all times.
- Contributed department readiness by clearing all expired and damaged products as scheduled.
- Enhanced department readiness by rapidly stocking products.
- Ensured 100% customer satisfaction by following up on customer orders to confirm price and content.
- Completed departmental training on time.

### Sandwich Artist

Subway, CO

2006-2008

- Cleaned, organized, and maintained to meet third parties cleanliness standard.
- Greeted all customers in a cordial, professional manner.

## Professional Training

- Annual Hazardous Material training
- Cashier training, Trainer training
- Multiple independent department training