

- Hired, trained and supervised installers; provided guidance in the use of tools; monitored safety guidelines, customer interactions, and expectations for successful product presentation.
- Developed customer service skills by handling multiple customer complaints and concerns.
- Resolved problems with customers' satisfaction, often exceeding consumer expectations, leading to higher customer retention and lower operating costs.

EDUCATION

2005 - 2007 **Jamestown University** **Jamestown, ND**

- Studied Physical Education and played college football (middle linebacker)

2007 - 2009 **Southeast Community College** **Lincoln, NE**

- Business-Took classes while working and owning Surface Works

References available upon request