

# LAURA KUCK

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12593 Elm St.

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United States

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## PROFILE

With my years of experience in customer service and management, I have had the opportunity to expand my strengths in communication, creativity, leadership and team growth. My ability to remain composed and empathize in even the most chaotic environments has transformed me into a valuable asset for any company. I thrive in areas that require ingenuity and patience. My goal is to find a company I can create a future in, as well as help lead and grow our future team.

## EXPERIENCE

### **Asst. General Manager/ IT Assistant/ Dispatcher, Planet Plumbing; Longmont, Co— 2018- Current**

Manage and supervise 52 employees, handle internal and external disagreements or issues. Organize and delegate tasks, job assigns, or company goals for all office and on the road personnel. Led and created an efficiently equal work flow by implementing structure and accountability. Guided and grew our apprentices, plumbers, and office staff to not only be successful for the company but for themselves.

Manage, schedule, and attend to 25+ plumbers. Maneuver multiple phone calls, emails, and texts from all clientele and on the road employees. Process daily invoices for maintenance groups, HOA's, property management and individual clients. Assist in processing/finalizing weekly payroll. Troubleshoot/repair technician or office staff's devices, such as macs, iPhones, or iPads. Adapt or create any role that is needed to help our team run more efficiently.

### **Studio Coordinator, Sephora; Boulder, Co — 2016-2018**

Primarily train and grow new artists, also ensured studio appointments were managed in a timely manner. Held accountable for driving metrics and standards for our retail location. Co-lead overnight stock, store display changes, and tracked inventory. Responsible for the talent growth of 8 artists at time. Assisted in educational classes for skin care and make up to our beauty members.

### **Family Room Specialist, Phone support, Apple Inc.; Boulder, Co — 2012-2016**

Troubleshooting and diagnosing software malfunctions with iPhones, iPads, iPods, in an efficient and satisfactory manner. Assisted on technical repairs for iPhones and Macs. Lead educational classes on how to use apple specific programs, iOS or OS, and kids camp. Assisted in training new specialists.

Over the phone troubleshooting and diagnosing malfunctions or damages with iPhones, iPads, or iPods. Primarily severed the Australia, New Zealand, and Singapore clients. Accountable for training and signing off on new phone specialists.

## **EDUCATION**

**St Vrain Adult Education** - High School Diploma

## **SKILLS**

- Fluent in Spanish (read, write, translate)
- Management and Leadership
- Office Administration/delegation
- Great conflict resolution skills
- Creative problem solving
- Able to multi-tasking in loud and stressful environments
- Above average technology knowledge
- Ability to receive/provide both positive and constructive feedback
- High patience/composure level
- 4 years of quickbooks experience
- Accounts Receivable/ Payable
- Payroll Processing

## **REFERENCES**

Available upon request.