

# Max Burns

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## Skills

Certified in Adult, Child, and Infant CPR

Certified to deal with Bloodborne Pathogens

Certified Phlebotomist

5 Years in Customer Service

Skilled with assisting distraught/grieving families

Multilingual

## Experience

August 2014 - July 2015

### **Alphabet Academy, Burns, Wyoming** – *Volunteer*

- Tasked with ensuring children were safe and the environment was clean.
- Assisted with meal and snack preparations
- Ensured that children received appropriate stimulation.

August 2018 - October 2019

### **Perkins Restaurant and Bakery, Cheyenne, Wyoming** – *Server*

- Utilized time management skills to ensure that orders were taken, sent to the kitchen, and given to diners in a timely and acceptable manner.
- Interacted with a POS system and complete sales with multiple forms of payment.
- Provided excellent customer service, and resolved grievances (escalating to management only when necessary).
- Communicated with coworkers in order to streamline service and avoid accidents.

October 2019 - August 2020

### **Panda Express, Cheyenne, Wyoming** – *Counter Help*

- Efficiently ran a drive-thru via multitasking, (i.e. taking orders, accepting money, and using a POS system simultaneously).
- Kept dining, washroom, and service areas safe and sanitary.
- Provided fast and friendly customer service, resolved grievances efficiently.
- Ensured meals were prepared correctly, and that customers were aware of allergens.
- Made sure to replace food that was stale, cold, or otherwise undesirable.

April 2021 - June 2022

**Hot Topic, Fort Collins, Colorado** – *Sales Associate*

- Monitored sales floor to deter shoplifters and assist customers with any questions or needs they had.
- Advertised sales events and ensured appropriate signage was visible.
- Stocked and arranged product to make sure it was visible and appealing.
- Handled transactions, returns, and exchanges regularly using a POS system.
- Talked through grievances with customers and resolved them quickly and efficiently.

June 2021 - September 2021

**Dignity Memorial, Loveland, Colorado** – *Removal Technician*

- Answered calls after office hours to retrieve decedants from homes, hospice facilities, hospitals, and other facilities.
- Prepared decedents for storage and funeral preparations using face lotion, sheets, eye caps, jaw wires, etc.
- Transported decedents and cremated remains between funeral homes, crematories, and cemeteries.
- Offered support and resources to grieving and distraught families.

September 2021 - May 2022

**The Home Depot, Fort Collins, Colorado** – *Overnight Freight Associate*

- Operated heavy machinery in order to stock hardware and building materials, such as; lumber, insulation, concrete, water heaters, cabinets, air compressors, etc.
- Unloaded freight onto pallets and carts in order to transport and stock the items.
- Managed inventory in an efficient manner.

May 2022 - August 2022

**Biolife Plasma Services, Loveland** – *Phlebotomist*

- Safely performed venipuncture on donors of all ages, weight, and sexes. Then ensured that the entire donation process went smoothly.
- Performed venipuncture troubleshooting if any issues occurred, including but not limited to second venipunctures, manual return of saline, flush air bubbles from tubing and systems, monitor donor condition, recognise signs of hematomas, etc.
- Drew blood for testing purposes.
- Ensured that all elements that came in contact with donors were clean and safe.
- Ensured that all medical elements were kept aseptic to ensure donor safety.
- Monitored all machines for any signs of system failure or in need of troubleshooting.
- Performed excellent customer service, and worked to resolve any conflicts that arose before, during, or after the donation process.

August 2022 - December 2022

**Lowes, Loveland, Colorado** - *Overnight Freight Associate*

- Unloaded freight onto pallets and carts to transport onto the sales floor.
- Operated heavy machinery in order to stock hardware and building materials such as lumber, flooring, concrete, water heaters, cabinets, etc.
- Stocked merchandise in the correct areas, and placed merchandise that wouldn't fit onto the shelves into designated top-stock areas.
- Managed inventory using a POS system.

March 2023 - June 2023

**Target, Fort Collins, Colorado** - *Fulfillment Associate*

- Used a POS system to fill orders for online and in-store fulfillment.
- Packed merchandise securely into boxes for transport and delivery.
- Ensured that orders meant for pickup were properly packaged, making sure that chemicals, food, and fragile items were separate.
- Quickly and efficiently pulled merchandise from the sales floor and storage area to meet order times and quotas.

June 2023 - Present

**Crunch Fitness, Fort Collins, Colorado** - *Overnight Attendant*

- Monitored the front desk, tanning beds, and gym floor to ensure that all property was used correctly and respectfully.
- Ensured that all facilities are clean, sanitized, and ready for use by members.
- Acted as security overnight, and made sure that all members felt safe and secure.

## Education

August 2015 - June 2020

**South High School, Cheyenne, Wyoming** - *Diploma*

Graduated with a 3.8 GPA and multiple hours of college credit.

## Awards

National Speech and Debate Qualifier 2018

Congress of Future Medical Leaders Nominee