

STEPHANIE LYN SWANSON

727 41ST AVE CT. GREELEY, CO

Cell: 970.347.9381

sswansont@gmail.com

EDUCATION

University of South Florida, Tampa, FL
Bachelor of Arts in History, May 2017

Hillsborough Community College, Tampa, FL
Associates in Arts, May 2011

Chamberlain Senior High School, Tampa, FL
Diploma, May 2007

Computer Proficiency

Microsoft Office Suite and Adobe Creative Suite.
PC Troubleshooting and hardware knowledge.

WORK EXPERIENCE

FedEx Office

Store Consultant – Oct '14 – Nov '17 April '19 – Current

Consult and connect with customers to satisfy their shipping and printing needs. Assist in managing production and outsourced orders. Meet monthly goals such as retail and poster sales. Work with management to maintain retail and Clean and Bright tasks. Take initiative in managing and assisting team members with difficult orders and upset customers.

Lead Store Consultant – Nov '17 – March '19

Manage production and outsourced orders. Lead team on daily and weekly tasks and goals. Train team members to meet current FedEx Office procedures and objectives. Work closely with management to complete store duties and goals. Connect and collaborate with customers to ensure customer growth and retention. Implement a culture of possibilities for team members and customers by providing my knowledge and expertise in many areas of production such as S&G, Full Serve printing, and outsourcing options.

- Worked closely with Bloomin' Brand's National Account Manager to meet production deadlines and assist in document creation.
- Worked one-on-one with Hewlett Packard Marketing Lead on "Rock On" event to produce event marketing trade booth materials.

Burlap & Bling Design Studio

Production Assistant – April '13 – Oct '14

Self-monitored piece work, meet individual and team goals, set up product displays and photograph products. Worked closely with manager/owner to determine tasks.

Assistant Designer & Consultant – Nov '13 – Oct '14

Maintain social media, introduce new clients to product line, consult with clients through creation process, set up product displays and present for bridal shows. Create additional products with team. Research competition and industry trends.

Cold Stone Creamery

Team member – Dec '10 – June '11

Enthusiastic customer service, operate cash register, follow cleaning procedures and food safety practices, prep ice cream and mix-ins. Create ice cream cakes, cupcakes, and sandwiches.

Key Holder – June '11 – June '13

Entrusted with store keys, safe code, and inputting daily financial information. Train new team members on procedures and policies. Team lead in customer service and team enthusiasm. Drive sales goals and team competitions.

Petco

Grooming Assistant – Mar '09 – Sep '10

Greet customers and process clients' information into appointment system. Trim nails and Bathe clients' dogs. Establish a level of care and safety for dogs and coworkers. Assist Groomers with grooming dogs. Maintain clean salon floor, tools, and equipment.

- Worked closely with management by taking on a grooming inventory management position. Ensured grooming salon products and tools were ordered, organized and cared for.

Pei Wei Asian Diner

FOH Team Member – Aug '07 – Feb '08

Cashier, food runner, and busser. Cleaning and stocking dining room and cashier box. Friendly customer service in quick casual dining restaurant.

Lead FOH Team Member – Feb '08 – Dec '10

Manage seating arrangements and line queue, manage take-out window orders, train employees, lead Front of House team cashiers and runner/busser. Assisted BOH with food prep, FIFO cleaning duties, and dish washing duty to ensure flow of operations.