



Terrance Lynch

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Minneapolis, MN, 55407

SUMMARY

Reliable, adaptable, hardworking individual with an agreeable disposition. Adept multi-tasking skills to handle multiple workplace responsibilities accurately and efficiently. Seeking a position where my stellar customer service ethic and excellent time management abilities can be utilized for productivity and advancement within a company.

SKILLS

*Successfully represent business as an industry expert, consultant and problem solver.

*Proven ability to work well with a team as well as individually.

*Proficient in clerical duties to include: filing, faxing, copying, typing (40wpm).

*Accurately capture customer information and document accounts.

*Completes supporting paperwork and data entry as required.

*Superior communication skills; both written and verbal.

*Knowledgeable in computer software such as: Microsoft Office, Windows XP and the Internet.

*Ability to tactfully handle difficult situations and customer disputes in a calm and professional manner.

EXPERIENCE

Intake Specialist

Anoka, MN

Midwest Disability PA/ Feb 2019 to Current

*Managed an average of 10 patients per day and processed new claims utilizing the appropriate adjudication system.

*Identified and enforced best practices to ensure operational efficiency and client satisfaction.

*Maintained a positive attitude and effectively de-escalated clients during crisis situations.

*Executed appropriate risk-assessment and mitigation strategies.

Manager

Brooklyn Park, MN

Fat Chance Sandwich Shop/ Aug 2016 to Jan 2019

*Accurately process order payments and provided correct change amounts.

*Thoroughly clean and sanitize workplace and equipment.

*Able to follow standardized recipes for all menu items.

*Comprehensive knowledge of proper food handling.

*Professionally serve fresh and nutritional food in a timely manner.

*Highly skilled in operating a variety of kitchen equipment for cooking, serving and storing.

*Completed office operations to include; employee schedules, time cards, labor percentages, correspondence and tracked records.

Assistant Manager

Brooklyn Center, MN

Little Caesars / Aug 2013 to Jul 2016

*Oversaw daily opening and closing procedures and helped to optimize daily operations.

*Recruited, interviewed and hired individuals which would bring passion and dedication to our team.

*Processed credit and debit card payments and returned proper change for cash purchases.

*Initiated inventory control measures to manage and replenish stock, maintain costs, meet customer demands while monitoring clothing, accessory and shoe levels.

*Maintained store appearance, including rack and shelving organization, store lay out and planning.

EDUCATION AND TRAINING

A.S Business Management

Minneapolis Community and Technical College 2021

Minneapolis, MN

GED

Wells Fargo Learning Center 2016

Minneapolis, MN