

# Erin Griepsma

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## Objective

My goal is to obtain a bagger operator position with your company where I can utilize my team management and customer relations skills, along with the opportunity of long-term career-based advancements.

## Professional Profile

I have **9 years** as a customer service professional, sales, team management, **problem solving and customer relations**. I excel at working in fast paced and **detail-oriented** tasks that require **excellent written and oral skills** to get the details straight and maintain in **good rapport with all** customers, colleagues both equal and superior. When it comes to customer orders, reports (especially using **Microsoft Word, Excel and PowerPoint**), and shipping and receiving, I demonstrate **great efficacy and diligence**. Lastly, when it comes to being **honesty and dependability**, being on time is a strong suit.

## Key Skills/Strengths

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Typing
- 10-Key
- Fax machine
- Copy/Scanning Machine
- Graphic Design/Photoshop
- Problem Solving
- Critical Thinking
- Negotiation Skills
- Time Management
- Leadership
- Customer Relations
- Proficient Conversational Spanish
- Communications

## Experience

### Customer Service:

- Answered incoming phone calls in **high volumes** both in a call center, office and management settings.
- Provided new account opportunities, grew the brands and profitability of products, and **adapted** to ever changing and sometime challenging situations.
- **Insured optimal communications** between customers and associates with upcoming events and promotions; handled escalated situations.
- Acted as a "sales representative" in the restaurant industry, selling add-ons and extras to achieve one of the highest per-ticket and per-night sales average on a regular basis, while **creating long term, happy relationships** with those who would visit.

### Administrative:

- Coordinated and facilitated new hire training programs (2 to 7 students per session), including orientation, key company standards, POS system training, and cash handling.
- Developed and assembled training materials, prepared goals and objectives, created lesson plans, and taught seminars to increase product knowledge.

- Created and ran reports for sales margins and labor in terms for tracking previous year's records and in hopes to beating those numbers.

### Computer Skills:

- Comprehensive and Competent in using: **Windows, Microsoft Office Suite, Outlook E-Mail, Google E-Mail, Google Forms, Google Chrome, Firefox, and the Internet.**
- Computer assembly, PC hardware installation and setup, troubleshooting / problem solving, performing daily backups and restoring data.
- Proficient in **call center data entry and order processing systems** such as AppleCare point-of-sale programs such as Aloha and NorthStar

## Related Employment History

Iconic Foods <b>Bakersfield, CA.</b>	<b>2021</b>
Central Valley Courier, Wal-Mart, Iconic Foods <b>Bakersfield, CA.</b>	<b>2020</b>
Red Lobster ,Benji's Basque Restaurant, Brooklyn's BBQ, Buck Owen's Crystal Palace, Romano's Macaroni Grill, Graphic Design <b>Bakersfield, CA</b>	<b>2017-2020</b>
Romano's Macaroni Grill & Fajita Jacks <b>Spring &amp; Montgomery, TX</b>	<b>2015-2017</b>
Xerox: Apple <b>Bakersfield, CA</b>	<b>2014</b>
Volunteer Front Desk Clerk: Fresno State Army ROTC Battalion <b>Fresno, CA</b>	<b>2014</b>

## Education

**Bakersfield College · Bakersfield, CA · AA in Communication**

**Centennial High School · Bakersfield, CA · High School Diploma/GED**

## Activities

I am an avid and professional disc golfer. I also run a free beginner's league for new disc golfers every Monday evening. On my off time I am an entrepreneur and dream builder.

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*Excellent references will be provided upon request*