

S

Tel: // Email:

EXPERIENCE

Fall 2013 - Present

S / JOPLIN, MO Life Coach

- Empowered 1000+ clients, transforming perspectives via unique empowerment strategies for enriched relationships.
- Attuned listener, adaptable to diverse learning styles..
- Instructed lasting relationship techniques, providing empowering counseling.
- Skillfully tackled obstacles, crafting adaptable potential-maximizing systems.
- Designed transformative mindset-shifting frameworks.
- Researched solutions for empowerment barriers.
- Created, produced, and edited videos using imovie, sharing content on social media platforms.
- Accomplished author and visionary of the Technique, facilitating dream and goal achievement

July 2018 - February 2020

ALORICA / BALTIMORE, MD

Customer Service

- Handled incoming calls from bank clients, aiding with account-related inquiries including balances, transactions, card issuance, and online banking.
- Conducted software-based research to troubleshoot and resolve account issues.
- Led clients in navigating online banking and offered insights into bank policies.
- Teamed up with colleagues, employing Skype for effective resolution of client issues.

April 2020 - November 2012

EVERGREEN ESTATES LANDSCAPING / JOPLIN MO

CO-Owner,

- Fostering team cohesion via coaching, training, and motivation.
- Over 12 years of hands-on management experience.
- Expertise in HR including recruitment, training, discipline, and compliance.
- Strong communication skills for comprehensive reporting and impactful Public Relations.
- Proficient in financial responsibilities: reporting, payroll, and Accounts Payable/Receivable.
- Optimized scheduling, standardizing processes for cost-effective results.
- Efficiently managed inventory, ensuring demand was met.
- Thoroughly verified shipments, maintaining quality control.
- Prioritized customer satisfaction, building lasting relationships.

November 2016 - April 2018

COMMUNICATION SOLUTIONS LLC / JOPLIN MO

CO-Owner,

- Conducted proactive outreach to business owners, fostering strong client relationships.
- Expertly multitasked to promptly address diverse customer requirements, ensuring satisfaction.
- Conducted thorough research to provide informed solutions tailored to each customer's needs.
- Skillfully completed survey and order forms, ensuring accurate and efficient processing.
- Effectively addressed customer inquiries, ensuring product and service understanding.

April 2014 - June 2016

WALMART/ JOPLIN & WEBB CITY, MO

Del Associate and Cash Register,

- Guided customers in lunch meat and cheese selection, enhancing their deli experience.
- Prepared, packaged, and stocked hot and cold food items with accurate labeling.
- Ensured kitchen, dishes, and ovens were thoroughly cleaned and sterilized.
- Packaged baked goods, adjusted pricing, and educated customers on store offerings.
- Addressed customer needs promptly and efficiently while maintaining stocked shelves.
- Efficiently assisted customers with check-out process.
- Expertly bagged groceries and supplies, aiding customers in finding items.
- Provided precise cash back and explained pricing during item scanning.
- Maintained a clean and organized cashier area, assisting customers with questions.

EDUCATION

2014 - 2018 **HIGH SCHOOL DIPLOMA**
Fenton High School
Bensenville, IL

INSTRUCTIONAL COURSES

- Horticulture Design
- Maintenance Engineer
- Weed Maintenance
- Shrub Maintenance

SKILLS

SOFTWARE:

- Microsoft Word, Google Doc

OPERATING SYSTEMS:

- Windows, Mac

SKILLS DEVELOPED THROUGH EXPERIENCE:

- Coaching and Training, Effective Communication, Customer Service Excellence, Leadership and Management, Problem-Solving Expertise, Research Proficiency, Technical Proficiencies, Sales Acumen, Cash Handling Mastery, Food Service Proficiency


BOOKS PUBLISHED


- Revise Your Money Stories Program
- Revise Your Negative Stories Program
- No More Negative Stories Workbook

SUBLIMINALS COURSES

- The Best Year of your life
- Marriage Subliminal
- Money Subliminal
- Custom Affirmation


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