Adam **Fraser**

507 Parkdale Drive Apt. E · (843) 810-6662

**Adamf40@hotmail.com**

Highly skilled and experienced customer service and office space professional seeking long-term employment in the fields of customer service, IT, or other similar work

# SKILLS

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| --- | --- | --- |
| * QuickBooks experience * Quick Learner * Working on A+ Certification | * Attention to Detail * Customer Support & Retention * Social Media Management | * Motivated Self-Starter * Good in groups as well as solo * Email Management |

# EXPERIENCE

**July 2019 – To present**

**customer service lead,** Pure Sports

Brought in to a failing customer service department and was able to turn it around in under ninety days to have full customer interaction and support. Took on duties of Social Media support, trained newcomers, and earned the title of Head of Customer Service. Job requires patience, great attention to detail, and the ability to multi-task and follow through. Learned QuickBooks, which I picked up quickly and is now very comfortable to use.

**August 2018 – To November 2018**

**light manufacturing,** Urban Electric Company

Followed highly detailed lighting graphs to correctly wire and piece together state of the art and custom light fixtures. Maintained a daily output schedule, and with my help the department was able to double their output in a matter of weeks. During this time, started A+ certification work.

**March 2018 – To August 2018**

**Warehouse manager,** habitat for humanity restore

Maintained the warehouse floor on a day-to-day basis, organized products for better sales, managed and often filled in on deliveries and pick-ups. Handled all incoming materials including lifting 80+ pounds, trained fellow employees, and assisted customers regularly.

**August 2016 – To june 2017**

**Assistant Manager,** northwoods stadium cinema

Managed all floor operations of the theater, including ticket sales, customer service, and concessions. In charge of movie timing and lineups, working with local police on theater security, and keeping staff on task.

**2013 – 2016**

**marketing team lead,** echo business solutions

Successfully led and saw through AT&T Fiber Optics internet sales project in the greater Charleston area. Was a head trainer for new marketing recruits, and easily hit or overcame all project goals.

**2010 – To 2013**

**stock manager,** finish line

Shoe sales leader three years running. Key holding manager in charge of counting/updating stock, ordering and receiving, and customer service. Left Finish Line to help start a new company that sells, buys, and trades collectible and athletic footwear, Sixth Man Sneaker Boutique.

# EDUCATION

**hanahan high school**, 2011

Graduated top of the class, with honors for varsity football as well as football comeback player of the year after knee surgeries.