**John A. F. Gelehrte**

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**Summary**

Accomplished worker in customer service with a proficient understanding in the customer service, retail and food Industries. Over 9 years of experience in these respective fields. Hardworking and dedicated, with excellent customer service skills, able to learn new tasks quickly and proficient in growing key customer and worker relationships. Passionate and motivated, with a drive for excellence. Eager and ready to contribute to any business or institution with a friendly and professional demeanor at all times.

**Work History**

**Group One Automotive** Houston, TX

*CDC Agent*

*Jan 2022-Present*

* Answer phone calls and emails to address customer inquiries and complaints.
* Check the availability of the customers vehicle of interest.
* Respond to internet inquiries about car availability.
* Schedule appointments for customer to test drive vehicles and to purchase cars at various dealerships across the country.
* Transfer phone calls to the respective department and/or salesperson the customer wants to speak to.
* Give pricing and financing estimates to the customers.
* Log notes after conversations and updates.

**Whole Foods Market** Sugar Land, TX

*Customer Service Team Member*

*Oct 2015-Dec 2021*

* When opening and closing making sure to clean area and make the store presentable for the guests. Which includes restocking bags, wiping tables and register, sweeping floors, etc.
* Kindly welcome guests in line and help them unload their products onto the belt.
* Scan their items and place them into the bags according to size, weight, and fragility.
* Give them complimentary ice to keep their cold products chilled on the journey home.
* Taking back any products that customers did not want back to shelves
* Every hour or so, going outside and collect grocery carts and bring them back to their pins
* Assist guests by helping them find the products they need, answering the questions they have, and respectfully fixing a problem they currently had.
* Assist other departments with whatever needs they have
* Making sure to help fellow coworkers complete their job in satisfying the customer

**Private Tutoring** Sugar Land & Houston, Tx

*Tutor*

*January 2014-December 2019*

* Private tutor specializing in history, U.S.& Texas government, humanities, sociology, and anthropology.
* Helping high school and college students review class materials, such as terms and concepts.
* Assisting students in homework, projects, and other assignments given to them.
* Assisting students prepare for exams in history courses that they are having challenges with.
* Help students understand key concepts in their courses and give students a greater comprehension and appreciation in the subjects they are studying.

**Vans Off the Wall** Sugar Land, TX

*Retail Salesperson*

*Nov 2014- Aug 2015*

* Greet customers and ascertain what each customer wants or needs.
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Help customers try on or fit merchandise.
* Maintain records related to sales.
* Watch for and recognize security risks and thefts and know how to prevent or handle these situations.
* Inventory stock and requisition new stock.
* Exchange merchandise for customers and accept returns.

**Stomping Grounds Playland** Sugar Land, TX

*Cashier*

*Oct 2013-Oct 2014*

* Issue receipts, refunds, credits, or change due to customers.
* Greet customers entering establishments.
* Sell tickets and other items to customers.
* Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
* Maintain a safe play environment.
* Ensure that the children play safely to prevent accidents from occurring.
* Communicate with children's parents or guardians about daily activities, behaviors and related issues.
* Sanitize toys and play equipment.

**First Colony Gators Swim Team** Sugar Land, TX

*Coach*

*May 2013-Jul 2013& May 2012-Jul 2012*

* Teach kids how to swim and compete in swim meets
* Provide training direction, encouragement, motivation, and nutritional advice to ensure optimal performance.
* Plan, organize and conduct practice sessions.
* Explain and enforce safety rules and regulations.
* Adjust coaching techniques based on the strengths and weaknesses of swimmers.
* Select, acquire, store and issue equipment and other materials, as necessary.

**TGI Fridays** Sugar Land, TX

*Waiter*

*Feb 2013-May 2013*

* Clean or sterilize dishes, kitchen utensils, equipment, or facilities.
* Stock service stations with items such as ice, napkins, or straws.
* Total checks, present them to customers and accept payment for services.
* Check with customers to ensure that they are enjoying their meals and take action to correct any problems.
* Write patrons' food orders on order slips, memorize orders, or enter orders into computers for transmittal to kitchen staff.
* Check patrons' identification to ensure that they meet minimum age requirements for consumption of alcoholic beverages.
* Present menus to patrons and answer questions about menu items, making recommendations upon request.
* Clean tables or counters after patrons have finished dining.
* Assist host or hostess by answering phones to take reservations or to-go orders and by greeting, seating, and thanking guests.

**Volunteer Experience**

**Project CURE**

*Volunteer Sorter, Houston, Texas*

*April 2021-Present*

* Regularly (once a week or more) work at the non‑profit called Project CURE. Help sort and pack medical supplies from local hospitals, where they are shipped to countries around the world who are struggling with a lack of medical supplies and equipment.

**First Colony Gators Swim Team**

*Swim Coach, Sugar Land, Texas*

*April 2012-July 2012*

* Volunteered as a swim coach for local swim team. Helped teach children ages 5-18 how to swim, different swimming styles, and how to compete in swim meets.

**Skills**

* Familiar with Cashiers and POS Systems
* Familiar with Sales and transactions
* Familiar with returns and exchanges
* Excellent Customer and Personal Service skills
* Effective communication skills in face-to-face, phone, virtual, and email settings
* Critical Thinking skills
* Basic computing knowledge, proficiency with Windows OS, including MS Office
* Basic teaching skills
* Basic phone operating skills

**Education**

William P. Clements High School

*High School Diploma (Class of 2013)*

*Sugar Land, TX*

Wharton County Junior College

*2013-2017*

*Associate of Arts in General Studies*

*Sugar Land, TX*

University of Houston

*Graduated Cum Laude 2021*

*Bachelor of Arts in Anthropology & History*

*Houston, TX*

**Professional References**

Romesha Johnson

*Store Support Team Leader*

*Phone: (346) 317-1877*

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Garfield Campbell

*Store Support Team Supervisor*

*Whole Foods Market*

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Tara Sims

*Store Support Team Leader*

*Whole Foods Market*

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Maria Espinal

*Store Support Supervisor*

*Whole Foods Market*

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**Personal References**

Available Upon Request.