



LAUREN R. MCMULLEN

Profile

I have a diverse scope of ability. From a farm hand to a manager and things in between. A critical thinker with the gift of gab and great client service. A team player dedicated to keeping a positive attitude and atmosphere as well as ensuring a good work ethic and pleasant, appropriate demeanor with clients.

EXPERIENCE

SCHOOL BASED CAREER COACH

Bona Vista | Kokomo, IN.

2022 - Present

- Responsible for Post Educational Services at KHS for 9-12 grade
- Built a curriculum and summer program for disabled students
- Educational institution, workforce and classroom management

SALES ASSOCIATE/ADMINISTRATIVE ASSISTANT

Martin Brothers TV and Appliance | Russiaville, IN

10/2016 - 12/2021

- Played an integral role in customer service and overall sales numbers
- Filed all products and serials, ran the spiffs, created computer documents and many of the usual office administrative tasks
- Dealt with the manufacturing companies (GE, Whirlpool, LG, etc...) regarding warranties and damage/scrap claims
- Ran logistics for the Delivery Team
- Administratively assisted the Service Department with ordering parts, kept track of appointments, warranty work and out of costs
- Kept track of inventory and ordering of product
- Made deposits and handled monies regularly

MANAGER/BARISTA

Coffee Junkiez/Pizza Junkiez | Kokomo, IN.

10/2017 - present

- Built trusted relationships between the employees, myself and upper management to manage in a positive team environment
- Played an integral part with customer service in the drive through, inside the store and on deliveries by being a barista, cashier, delivery driver and food prep
- Responsible for ordering product and keeping track of inventory
- I hired and trained new employees for success



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1224 W. Sycamore St. Kokomo, IN.

EDUCATION

INDIANA UNIVERSITY-PURDUE UNIVERSITY

1998-2003

BA ENGLISH

Ivy Tech Community College

2001-2003

Welding and Metallurgy

SKILLS

- Customer service
- Sales
- Customer care
- Management
- Scheduling
- Organizational skills
- Microsoft office
- Excel Databases
- Logistics
- Coordination
- Team Building