

JENNIFER GRAGG

PERSONAL PROFILE

I am an experienced and dynamic individual who is known for doing more than just the job description. I love creating and introducing new processes and approach problems by thinking outside the box. I have a passion for all things design and creating something out of nothing. I love watching success stories for my team unfold!

ACCOMPLISHMENTS

- Completed BMF Leadership Training 2019
 - Core Value Award Winner 2015
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CONTACT DETAILS

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Bethany, OK

ACADEMIC BACKGROUND

SOUTHERN NEW HAMPSHIRE UNIVERSITY

Bachelor of Graphic Design | 2017 - 2020

MOUNT ST. MARY HIGH SCHOOL

Class of 2007 |

- Member of Reps & Hosts

CAREER SUMMARY

SOLUTION CENTER SUPERVISOR

Bob Mills Furniture | May 2014 - Present

- Manages corporate customer service team
- Creates and modifies training programs and procedures for customer service training
- Introduced and built Freshdesk Support Software for use of entire company
- Assisted with 2 major launches of phone system (Talkdesk & Cisco)
- Empowers team through knowledge, out-of-the-box thinking, and pipeline training
- Promotes Company Core Values through constructive feedback and instruction
- Provides professional and personal support for my team members
- Cultivates office and company culture through celebrations, cooperation, and competitions
- Encourages complete participation of all company initiatives
- Maintains scheduling and payroll
- Performs performance and compensation reviews
- Assists team members with benefit instruction
- Helped build and introduce Freshsales CRM for new business venture inside company
- Helped promote and launch the Kazoo reward program for entire company
- Maintains weekly reports and scorecards
- Leads weekly department and interdepartmental meeting

FRONT END MANAGER

At Home | May 2006- July 2014

- Maintained front end registers
- Trained on cash register and proper stocking technique
- Key-Carrying manager
- Counted and maintained tills
- Member of the Corporate Improvement Committee
- Designed and decorated store displays
- Stocked merchandise
- Performed feedback for team members
- Delegated daily store tasks

CORE COMPETENCIES

- Design and Communication Skills
- Software launches
- Policy and procedure introduction
- Supporting team members professionally and personally
- Designing and launching new systems
- Customer Service Skills
- Mentoring and Coaching
- Software knowledge: Photoshop, Illustrator, InDesign, Word, PowerPoint, Excel