**Clinton H Giwer**



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**Objective**



To obtain a customer service position that will allow me to use my strong problem solving, communication skills and years of related experience to achieve higher customer satisfaction and provide the customer with a positive brand experience

**Highlighted Accomplishments**

* Client Interface: Worked in close collaboration with real clients for marketing campaigns- Kicker Audio and Premier Parks Inc. With a team of three other classmates we researched and carefully planned improvements for these companies' sales and brand awareness, and provided clients with a formal demonstration of our ideas in a comprehensive face to face presentation, which provided them with a full quarter advertising plan
* Ad Club member, Oklahoma State University
* Creativity is my greatest asset; Insightful creative input for any project. My ability to identify product features and highlighting benefits in a relevant manner to the target audience is excellent
* Computer skills including: PowerPoint, excel, Photoshop, adobe illustrator, InDesign, Prezi, Microsoft word and both Microsoft and Mac operating systems
* Excellent writing and linguistic skills, fast typing speed and unmatched editing skills
* Technical writing skills for story boards, mission statements, scripts, ad copy and press releases
* Won the Seadoo advertising competition at the beginning of semester for SC 4843

**Education**

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**Edmond Memorial High School** Edmond, Oklahoma May 20, 2006

**Oklahoma State University** Stillwater, Oklahoma May 7, 2011

Bachelor’s Degree in Journalism and Broadcasting Major: Advertising Minor: English

**Work Experience**



**Secure Contact Solutions -** Alpharetta, Georgia May 2014 to Present

Payment Supervisor: Help customers with escalated calls providing refunds while ensuring protection of customer’s personal private information. Provide excellent customer service in entering customer data correctly and taking payments from customers for partner companies AT&T and T-Mobile with computer program Avaya One-X. Sign customers up for Auto-Refill to ensure on-time payments and answer questions about smart phones and phone plans. Train new employees on policies, procedures and software through a side-by-side approach.

**Super Target** – Alpharetta, Georgia May 2011 to present

Cashier / Cart Attendant / Service Desk: Created a positive experience for customers in assisting them with service requests and point of sale transactions. Trained new employees on store procedures and protocol.

**Freddies Frozen Custard** – Edmond, Oklahoma May 2007 to Aug 2007

Cook / Fry Station: Prepared food ensuring quality, timeliness and customer satisfaction. Prepped, stocked and maintained cleanliness of work station.