





# MASON GARNER

## Customer Service Representative

### CONTACT

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Emerson, MO   
[LinkedIn](#) 

### EDUCATION

Bachelor of Arts  
Communications  
University of Missouri  
2016 - 2020  
Columbia, MO  
GPA: 3.6

### RELEVANT COURSES

Communication Process  
Rhetorical Process  
Mass Communication Process  
Interpersonal Communication  
Organizational Communication

### SKILLS

Verbal & written communication  
Detail-oriented  
Problem-solving  
Compassionate & empathetic  
Data analysis  
People-focused  
Goal-driven

### CAREER OBJECTIVE

Passionate about improving the quality of people's lifestyles through unsurpassed care and service. Seeking to leverage my experience and studies of communication to empower customers within a people-driven organization like Integra to achieve their goals.

### WORK EXPERIENCE

#### Sales Associate

Verizon

June 2018 - March 2020 / Columbia, MO

- Greeted customers as they entered the store, and immediately helped them check in for appointments or find products
- Achieved a 99.5% customer approval rating with a compassionate and empathetic approach
- Stayed up-to-date on new program offerings, and proactively made recommendations to customers based on their interests
- Exceeded personal sales goals by 8% on average by setting ambitious and organized goals weekly
- Anticipated customer pain points ahead of time, and demonstrated product and service usage to help customers get the most from their purchases
- Traveled 15% of the time to assist short-staffed area stores

### PROJECTS

#### Tiger Toastmasters Club

Co-founder

2017 - 2020

- Co-founded the Toastmasters club on campus to help 70+ fellow students improve their presentation and public speaking skills
- Reached out to local community advocates and public speakers to give presentations 3 times per quarter to the club
- Organized extemporaneous and prepared speeches on wide-ranging topics from environmental topics to local campus issues
- Traveled to the 2019 International Toastmasters Convention to participate in, listen to, and network with public speakers