



Lia Mitchell

Professional Summary

Self-motivated and well rounded university graduate, who sees the benefit and value in everything that comes her way. Efficient independent worker who also does well in teams. Great multi-tasker that also pays excellent attention to detail. Confident but always looking for room for improvement and development.

Work History

Envysion Inc. - Loss Prevention Specialist

Austin, Texas

02/2020 - Current

- Worked in a remote environment reviewing clients' video and point of sale data for loss prevention audits, summarizing and documenting findings, and creating client specific reporting.

Liftopia - Seasonal Customer Service Representative

Remote, Texas

12/2019 - 03/2020

- Answer customers' incoming calls and emails, process order inquiries, and handle payments, refunds, and credits.
- Consulted with outside parties to resolve discrepancies and create effective solutions.

Stitch Fix Inc. - Customer Experience

Austin, TX

05/2019 - 12/2019

- Communicated accurate information about promotions, customer programs and products, providing exceptional customer service and driving retention
- Created amazing client experiences by communicating effectively through email communications
- Investigated and resolved customer inquiries and complaints quickly
- Followed-through on all critical inter-departmental escalations to increase customer retention rates
- Maintained up-to-date knowledge of product and service changes
- Met all customer email guidelines including service levels, handle time and productivity

lgm847@utexas.edu

(678) 983-5041

Austin, TX 78753

- liamitchell.com
- <https://github.com/Liagrace>
- <https://www.linkedin.com/in/liamitchell-198696178/>

Skills

- HTML & CSS
- Git & Github
- Bootstrap
- Microsoft Office
- Olark
- Javascript
- Zendesk
- Excel
- Google Drive

Education

2019

The University Of Texas At Austin

Austin, TX

Bachelor of Science: Psychology

Raising Cane's Restaurants - Crew Member and Certified Trainer

Austin, TX

06/2017 - 05/2019

- Verified that prepared food met all standards for quality and quantity
- Promptly and empathetically handled guest concerns and complaints
- Cross-trained and coordinated scheduling with team members to ensure seamless service
- Followed food safety procedures according to company policies and health and sanitation regulations
- Extensively trained new and existing employees
- Administered performance reviews to evaluate each participant's progress
- Used a variety of assessment tools and strategies to improve instruction methods

The University Of Texas At Austin - Business Services Office Assistant

Austin, TX

09/2016 - 01/2018

- Performed wide-ranging administrative, financial and service-related functions
- Greeted numerous visitors, including VIPs, vendors and interview candidates
- Completed data entry, tracked resumes and maintained the applicant tracking system
- Obtained signatures for financial documents and internal and external invoices
- Remained solutions-oriented in the face of complex problems to assist management and overall business direction

Follett Corporation - Sales Associate

San Antonio, TX

08/2015 - 07/2016

- Trained and served as a peer coach for new sales associates
- Monitored entrances, exits and fitting rooms for signs of theft
- Applied training in the recognition of security risks and loss prevention to help alleviate store theft
- Developed positive customer relationships through friendly greetings and excellent service
- Prepared merchandise for distribution and placement across sales floor
- Organized products on racks and displays with focus on visual appeal

and brand standards

- Implemented up-selling strategies, encompassing recommendation of accessories and complementary purchases

