

Maxwell E. Karg

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Education:

Framingham State University

May 2015

Bachelors of Arts in Economics

Work Experience:

FedEx

2016-2017

Position: *Courier*

- Systematically arranged the received orders or packages and delivered them as per their priority.
- Maintained complete and appropriate records regarding the courier packages received and shipped and orders delivered to the clients
- Efficiently built better customer relationship with various other global clients and courteously responded to their necessary queries and issues

YMCA Metrowest

2016 (Seasonal)

Position: *Outdoor Education Instructor*

- Acting as an instructor for recreational activities for children and adults of all ages.
- Managing proper set-up of ropes equipment, courses and providing additional logistical support to the teaching team.

New Valence Robotics

2015 - 2016

Position: *Business Development/Lead Generation Specialist*

- Tracked and recorded expense and billing information using Excel for senior management.
- Managed and maintained customer database using Salesforce, Cloud SQL and Excel. Proven ability to quickly master new databases and data management techniques.
- Handled large volumes of financial and sales data with a strong attention to detail and accuracy.
- Created and edited charts and presentations to visually demonstrate financial data, sales growth and other key metrics.

MetroWest Community Federal Credit Union

2013 - 2014

Position: *Member Service Representative and Sales Associate*

- Created and presented quarterly financial information including: expenses, debits and credit pertaining to companywide use and individual accounts.
- Created, recorded, & executed macros to automate data entry and assist in creating client lists.
- Implemented processes to streamline data retrieval which resulted in sales growth and customer satisfaction.
- Opened and tracked over \$1.8 million dollars + of credit within 8 months including: 72 Credit Card accounts, 65 Auto Loans and additional home equity.

Framingham State University

2012 - 2013

Position: *Assistant to the President of Admissions*

- Filed & maintained confidential student information and paperwork using Sharepoint and Excel.
- Ensured timely mail correspondence for internal and external communications.

T.J.X. Corporations, Home Goods

2009 - 2012

Position: *Customer Service and Sales Associate*

- Developed multi-tasking skills and operated in high stress situations to produce quicker results.
- Consulted with store managers, external associates/facilities to provide customer satisfaction.

Skills:

- Extensive experience with MS Office (in particular Excel), data management, and research.
- Experience working with large databases including SharePoint, Access and Salesforce.
- Dedicated team player, exceptional multi-tasking abilities, sales charisma, and business acumen.