

Resume
Joshua McCloud

Summary of Qualifications

Economics major at the University of Arkansas with a combined 2 years of customer service and leadership experience. Strengths include:

- Superior Customer Service – Gratuity rates consistently remained high on the days I worked
- Ability to Increase Profits – Learned tactics to improve sales by 10%

Education

Bachelor of Arts in Economics

Expected: May 2025

University of Arkansas – Fayetteville, Arkansas

GPA: 3.2

Dean's List: Fall 2023

Customer Service/Sales Experience

Deckhand

May 2022 – July 2022

Freedom Boat Club, Lewisville TX

- Demonstrated ability to problem solve by taking initiative on operating scheduling service for clients which resulted in increased customer satisfaction
- Displayed outstanding performance by making sure all boats were clean, equipment was on the boat for the customers, and being friendly which resulted in higher tip percentages
- I was entrusted with the responsibility of upholding the highest standards of safety and service which contributed to the excellence the club offered
- Crafted skills of customer service to make sure members and guests had a great experience

Team Member

January 2021-May 2021

Extra Clean Services

- Increased customer database by door knocking that resulted in a 10% growth of clients
- Passing out flyers which resulted in an 10-15% jump in sales
- Crafted ways to efficiently and safely complete jobs that resulted in higher customer satisfaction
- Effectively solved challenges such as broken equipment which resulted in meeting project deadlines 80% of the time

Leadership Experience

Manager

Extra Clean Services

August 2023 – October 2023

- Taught multiple workers how to use equipment and the methods best for pressure washing which resulted in outstanding work from employee
- Developed and maintained spreadsheets to effectively organize customer information and financial information, ensuring efficiency and accuracy