

# Joshua Wigginton

## Avid Sales And Customer Service Professional

### OBJECTIVE

To acquire a gainful position in which I can progress forward in a productive manner for both myself and this business while gaining valuable experience; to show excellent customer service and excellence in all that i do.

### EXPERIENCE

**Walmart,** Hammond, LA 70403



*Sales Associate*

June 2013 - October 2013

- ❖ Greeted customers in a timely fashion while quickly determining their needs.
- ❖ Recommended merchandise to customers based on their needs and preferences.
- ❖ Maintained knowledge of current sales and promotions, policies regarding payment and exchanges and security practices.
- ❖ Responded to customer questions and requests in a prompt and efficient manner.
- ❖ Engaged with customers in a sincere and friendly manner.
- ❖ Completed all cleaning, stocking and organizing tasks in assigned sales area.
- ❖ Prioritized helping customers over completing other routine tasks in the store.
- ❖ Built relationships with customers to increase the likelihood of repeat business.

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Osyka, MS 39657

**(504) 390-8586**

**(601) 542-1862**

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### SKILLS

Desktop and laptop repair  
Detail-oriented  
Internal components installation  
Exceptional customer service  
Computer/Network Troubleshooting  
Business & Office Apps, such as Word, Excel, etc.  
File transfers expert  
Issue Analysis  
Self-starter  
Internet setup and repair  
Focused  
Written/Verbal Communication  
Innovative thinker  
Critical Thinking  
Interpersonal skills  
Culturally sensitive  
Managing multiple projects simultaneously  
Client account management  
Team player  
Project management  
Consistently meet goals

**St. Charles Parish Public Schools, Luling, LA 70070**



*Information Technology Service Technician*

May 2009 - May 2011

- ❖ Managed computer systems and networks with over 1,500 users.
- ❖ Handled the repair and maintenance of over 500 computers.
- ❖ Suggested alternative products/methods offering increased cost-effectiveness
- ❖ Identified and corrected performance issues.
- ❖ Oversaw the daily performance of computer systems.
- ❖ Ensured proper installation of cables, operating systems, and software.
- ❖ Trained users in the proper use of hardware or software.

**EDUCATION**

**Hahnville High School, Boutte, LA 70069**

August 2007 - May 2011

- ❖ 3.87 GPA
- ❖ Top 10% of class
- ❖ Coursework in Business, Management, Information Services Technology, and Computer Service Technology
- ❖ Rigorous Honors, Gifted, and Advanced Placement Courses
- ❖ Training in Customer Service for Technical Support
- ❖ Student Council/Government Representative
- ❖ Coursework in Information Technology and Computer Applications
- ❖ Graduated Magna Cum Laude
- ❖ Coursework in Computer Structure and Assembly
- ❖ National Honor Society
- ❖ Member of Cyber-Patriots Competition Team (Commander)
- ❖ Member of Engineering Club
- ❖ Member of Junior Engineering Technical Society
- ❖ Member of Civil Air Patrol
- ❖ Member of AFJROTC (Flight Commander, First Lieutenant)
- ❖ Member of Static Model Club (Commanding Officer)
- ❖ Member of Science Olympiad
- ❖ Member of French Club (Officer)

Human resources management  
Efficient multi-tasker  
Effective leader  
Employee scheduling  
  
Budget development  
Deadline-oriented  
Staff training/development  
Customer service-oriented  
Mathematical & Spatial Reasoning  
Conflict resolution  
Critical thinking  
Fast learner  
Intermediate Computer/Manual Drafting  
Quality assurance  
Adapts to diverse groups  
Business correspondence  
Able to persuade others effectively  
Anti-Virus solutions  
Excellent people skills  
Patient  
Problem-solving skills

**AWARDS**

Magna Gum Laude, 2008-2011

Superintendent's List, 2007-

- ❖ Member of Drama Club
- ❖ Member of Awareness Presentation Team (Commanding Officer)
- ❖ Member of BETA Club
- ❖ Member of Academic Quiz Bowl Team (Commanding Officer) (4th Place Nationally)
- ❖ Member of National Honor Society

2010

FOR Scholastic Award, 2007-2008

Louisiana Student

Achievement Award, 2008-2009

2011-Present Southeastern Louisiana University Hammond, LA

- ❖ Social Work / Psychology / Pre-Med Triple Major
- ❖ Honors Degree Program
- ❖ Coursework in Engineering Technology, Calculus, and Physics
- ❖ Member of Physics Club
- ❖ Member of Social Work Club
- ❖ Member of Japanese Animation Society
- ❖ Member of Game Club

## REFERENCES

- ❖ **Dr. Ken S. Li, Professor, SELU**
  - **Phone: (225) 324-7645**
  - **Email: [KLi@SELU.edu](mailto:KLi@SELU.edu)**
- ❖ **Mindy Notariano, Academic Advisor, SELU**
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- ❖ **Sgt. Tom Graffeo, AFJROTC Instructor, HHS**
  - **Email: [goman2@cox.net](mailto:goman2@cox.net)**
- ❖ **George Hill, Former Colleague and Peer**
  - **Phone: (504) 444-6998**

