**Erik McGill**

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**PROFESSIONAL EXPERIENCE**:

Lowe’s Home Improvement: Carmel, IN

***Customer Service Associate, Outside Lawn & Garden*** 04/11- 08/12

* Established and maintained a healthy rapport with customers while effectively resolving any questions or complaints expressed by the individual.
* Continually surpassed sales goals working as an integral part of a department which ranked third in the division in total sales performance.
* Proposed changes in stocking and loading procedures within the department which decreased wait times for customers and faster overall transactions.
* Developed a mastery of Genesis software used in all points of retail at Lowe’s from inventory and order management to completion of individual sales.

***Delivery Driver***  04/14 - 02/16

* Coordinated the daily truck route as well as responsible for contacting customers to inform them on arrival time for their delivery.
* Applied safety conscious methodology while delivering appliances to mitigate chances of personal injury and damage to product.
* Recipient of the Customer Focused with IMPACT award in 2015.

Central Indiana Hardware: Indianapolis, IN

***Warehouse Associate*** 08/12- 05/14

* Accurately managed numerous orders to ensure that as many shipped out as many as possible on a daily basis.
* Answered phone calls from customers to complete new sales as well as updating them on existing orders.
* Devised new shipping regulations which reduced the overall shipping error rate within the company to below 1%.
* Used MAS90 warehousing software to maintain accuracy of daily warehouse inventory.
* Instructed new employees on the assembly and computer based order picking procedures, along with how to operate various heavy machinery in the warehouse.

The Hartford Insurance Group: Indianapolis, IN

***Claims Adjuster***  02/16- 11/18

* Investigate Liability and interview parties to accurately determine facts of loss and coverages in compliance with individual state guidelines.
* Effective communication with all types of customers and clients with experience handling tough conversations conveying messages in a professional manner.
* Process timely and accurate repair payments on claims received and effectively manage car rentals to minimize leakage.
* Designed EXCEL spreadsheets currently in use by the department to track premium escalation calls.

Defense Finance and Accounting Service: Lawrence, IN

***Military Pay Technician*** 11/18 - Present

* Accurately validate reported debts from newly separated military members.
* Provide a detailed and timely report to the service member of the established debt alleviating member confusion and minimizing follow up inquiries.

Brooke’s Place: Indianapolis, IN

***Volunteer*** 10/12- 12/17

* Directed a small team of volunteers to assemble and disassemble all stations used during a Brooke’s Place meeting night.
* Provided active listening to Brooke’s place clients responding to each member’s needs during meetings.

**EDUCATION**

Indiana University: Bloomington, IN May 2010

Bachelor of Arts in Sociology

**REFERENCES**- Available Upon Request.