

Megan M. Hurst

La Crosse, WI 54601

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Ambitious professional with 5 years' management experience in a customer service setting. Experienced in interviewing, training, and supervising new hires. Skilled in website design and social media marketing. Proficient in Microsoft Office 365, QuickBooks Pro, and Series2k.

Education

Business Management, Associate of Applied Science

Western Technical College, La Crosse, WI

Anticipated Graduation: April 2024

Related Course Work:

- Marketing Strategies
- Teamwork & Collaboration
- Business Law & Ethics
- Managing Office Finances

Related Work Experience

Deli Manager, Millgate General Store, Burlington, WI

August 2017 – July 2022

Management

- Managed 14-18 employees in a customer service setting for five years
- Curated and led all interviews for new hires
- Responsible for supervision, organization, and scheduling of all employees
- Provided training, motivation, mentoring, and feedback to staff

Marketing

- Developed strategies to improve customer service, drive store sales, and increase profitability
- Created company website, app, and mobile ordering
- Redesigned all menus and store signage
- Leveraged company social media accounts for advertising

Quality Assurance

- Maintained high food quality standards by reviewing shipments, overseeing preparation, and monitoring food safety
- Set and enforced performance and service standards to ensure a consistent, high-quality environment devoted to customer satisfaction

Work History

Bartender/Waitress, Brian's Boathouse, Wind Lake, WI

March 2022 – August 2022

Christmas Tree Farmhand, Valley View Tree Farm, Burlington, WI

November 2017 – December 2018

Honors and Awards

- Multimedia Senior of the Year Award 2019
- National Honors Society 2014 – 2019
- Western Technical College Presidential List - Fall Term 2022