



# Rhiannon Garton

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## Key Skills

- Customer Success
- Written and Verbal Communication
- Adaptability
- Creativity
- Troubleshooting
- Computer Skills
- Cross-functional Collaboration
- Problem Solving
- Customer Service

## Professional Experience

July 2021 - Present

### Senior Support Specialist

*iClassPro*

- Collaborate with clients to ensure their satisfaction
- Communicate at an enterprise level with franchise-level clients
- Provide comprehensive technical support to end-users throughout the organization, resolving software issues promptly
- Troubleshoot complex software issues, identifying the source of problems and implementing the best workaround for clients in the meantime.
- Work with the department manager to refine the knowledge base for recurring issues

November 2019 -  
July 2021

### Co Manager

*Books-a-Million*

- Works with associates as a team to ensure customer satisfaction and a pleasant work environment
- Perform all other related duties as assigned by corporate and district management
- Responsible for counting tills, nightly bank deposits, and other back-office work.
- Assist the General Manager and Assistant General Manager in resetting store layout, Markdowns, Mark stock and other store projects
- Develop and lead a retail sales team to provide customer service at the highest level in all areas
- Ensure that associates perform their work in a safe and ergonomically correct manner
- Assign work to and train associates

February 2016 -  
January 2023

### Realtor

- Prepare documents such as representation contracts, purchase agreements, and closing statements
- Accompany buyers during visits to inspections of properties, advising them on the suitability and value of the homes they are visiting based on current market conditions
- Conduct quarterly seminars and training sessions for sales agents to improve sales techniques
- Advise sellers on how to make homes more appealing to potential buyers increasing average selling prices
- Evaluate mortgage options helping clients obtain financing at the best rates and terms
- Marketing Skills, such as photoshop and social media advertising

July 2008 - June  
2015

### Department Manager

*Rays Market Place*

- Works with co-workers to ensure customer satisfaction
- Perform related duties as given by management

- Responsible for ordering, inventory, and pricing goods
- Develop and lead a retail sales team to provide customer service at the highest level in all areas
- Ensure that associates perform their work in a safe manner
- Assign work to direct the work of and train Department personnel

## Education

*January 2016*

Real Estate License  
The Austin Institute

*May 2006*

High School Diploma  
Kingman High School, Kingman Az

## Software

- Figma
- Visual Studio Code
- Photoshop