

Austin McMinn

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OBJECTIVE

I would like to work for an organization that will enhance the skills I have as well as provide the opportunity for personal and professional growth and advancement opportunities.

EDUCATION

Bachelor of Arts, Mass Communications and Media Studies: Arizona State University, Fall 2019

Graduated from Charter Oak High School in 2013

Graduated from the San Gabriel Valley Law Enforcement Explorer Academy, Class #81

(144 total hours)

WORK HISTORY

Automobile Club of Southern California, Branch Member Specialist: 2023—Present

Assisted members with DMV services such as vehicle registrations and titles, branch services such as international drivers license, passport photos and notaries, all while placing a focus on excellent customer service. Met monthly referral goals to services such as insurance and travel.

California Faucets, Customer Service Representative: 2021—2023

Answered 90-110 phone calls and emails daily from both end-users as well as showrooms and distributors regarding orders, pricing, technical concerns and deliveries. Entered data and orders as well as used Teams, Outlook, Excel and Office on a regular basis.

Starbucks Coffee, Barista: 2015—2021

Focused on customer service and the customer experience while also ensuring beverage quality and a smoothly running work environment. Barista trainer and cash handler.

VOLUNTEER HISTORY

Covina Police Explorer: 2009—2011

Volunteered at City of Covina events to maintain Police presence. Learned valuable leadership skills and also how to resolve conflicts and deal with combative people.

Eagle Project: 2009

Organized and lead Think! River service project. Assembled over 200 people and collectively gathered over 800 pounds of trash and debris from Azusa Canyon.

Order of the Arrow: 2007—2009

Member of a volunteer-oriented organization that is a part of the Boy Scouts of America. Participated in countless service projects.

Boy Scouts of America: 2003—2009

Served countless hours participating in service projects, campouts, and leadership training. Served for one year as scout leader of Troop 888. Served in several other positions of leadership as well. Obtained highest rank possible in the Boy Scouts of America, Eagle Scout. Member of Order of the Arrow adult volunteer organization.

AWARDS

Eagle Scout

Boy Scouts of America, Troop 888, Covina, CA

Third Place Academic Honors

San Gabriel Valley Law Enforcement Explorer Academy, Class #81

First Place, Category: Off-Campus Business

Presenter, Project Echo, Southern California Business Competition held at UCLA