

Hunter Locke Hickman

SUMMARY: Highly motivated with exceptional communication and leadership skills seeking an internship.

CORE SKILLS: Well-spoken, Responsible, Communicative, Hard-working, Friendly, Insightful, and Computer-savvy

EDUCATION: High School Diploma, currently finishing a bachelor's degree at Old Dominion in Biology with Finance

TECHNICAL SKILLS

Computer-literate with all common programs on both PCs and Macs; pleasant and engaging phone skills; helpful regarding the effective use of social media; mastery of Microsoft Office programs, as well as knowledge of Adobe CC programs, as well as more specialized programs such as ArcGIS. A quick learner who can adapt to new environments or programs.

- Experienced in customer service, both face to face and over the phone.
- Experienced in completion and review of Federal and State documentation and recordkeeping in accordance with regulation.
- Highly Experienced in communicating over the phone to meet customer satisfaction.
- Great understanding of common operating system processes.
- Experienced with MS Office programs (and the Google counterparts), including Microsoft Word, Excel, and PowerPoint.
- Excellent understanding of computer hardware, and experience in building computers.
- Adept with Adobe Photoshop: can manipulate pictures in any way necessary, also able to do graphic design projects such as logo design within the program.
- Experienced instructor, both commercially as well as within the company (employee training).
- Experience in sales negotiations.

WORK EXPERIENCE

Blaustein and Reich

Salesman: March 2022 – August 2022

- Responsible for completing, verifying, and correcting federal and state documentation in accordance with regulation of products.
- Responsible for understanding customer's needs and assisting them in choosing a product right for them.
- Responsible for maintaining up to date knowledge of market conditions to better respond to consumer's needs.
- Responsible for double checking other employee's completed documentation for errors.
- Responsible for understanding regulations regarding sale and transfer of product.
- Expected to operate as a part of a small, tightly knit team of employees.
- Expected to complete training to remain up to date on the products and markets they exist in.
- Responsible for appraising customer owned property for consignment or sale.
- Responsible for organization and filing of required federal licensing documentation.

ODU ITS Help Desk

ITS Help Desk Technician: March 2021 – February 2022

- Worked remotely and in office using Cisco 8x8.
- Responsible for solving or escalating issues related to any technology at Old Dominion University.
- Responsible for answering the Help Desk phone line and remaining on the phone with the customer until the problem is either resolved through troubleshooting or escalation.

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- Responsible for maintaining proper documentation of all interactions with customers by creating and updating tickets within an online ticketing system.
- Expected to be able to work remotely and alone and to maintain proper work habits without supervision.
- Assisted in creating training documents and procedures.
- Responsible for troubleshooting technical difficulties with Windows, Linux, and Mac operating systems.

Mid Atlantic Watersports

Assistant Manager: June 2020 – August 2020

- Responsible for independent management of the shop and rental business.
- Answered phone take over the phone orders for in-store product and to handle all rental inquiries.
- Assisted boat sales team in over \$1m in boat sales over a summer.
- Responsible for taking rental boat reservations and negotiations of price within the rental.
- Handled sales negotiations for products with customers to facilitate trust in the relatively new business.
- Responsible for general boat maintenance of a 6-boat fleet including pontoons and V-hulls.
- Responsible for successful logistical planning, delivery, and pickup of rental boats to various boat ramps.
- Responsible for rescue of stranded rental boat patrons via water or road.
- Assisted boat repair team in various tasks to maintain customer's boats.
- Responsible for quality checking all rental boats both externally and internally and completing all necessary documentation to ensure liability coverage and customer satisfaction.
- Responsible for both opening and closing the store.

Goldfish Swim School

Swim Instructor, Golden Teacher, and Lifeguard: June 2017 – January 2020

- As a swim instructor:
 - Responsible for teaching children aged 4 months to 12 years old swimming and water safety skills.
 - Responsible for instructing private lessons for children with disabilities or special accommodations.
 - Responsible for knowing and teaching an official curriculum and adapting it to each individual child.
 - Expected to adapt to any class environment and be able to step in for another teacher on a moment's notice.
 - Expected to participate in marketing events to bring more students to the swim school.
 - Presented water safety presentations at elementary schools.
- As a Golden Teacher:
 - Responsible for training new employees and giving them skills required to teach a swim class independently, including skills required for communication with the parents of students.
 - Expected to have excellent time management skills.

RELEVANT LEADERSHIP EXPERIENCE

- High School Lacrosse Team Captain
- Fraternity representative to university-wide interfraternity council, responsible for voting on policy affecting Greek organizations across campus.
- Appointed fraternity official – “Number IV” – Social chair, responsible for planning fraternity events, volunteer work, Recruitment, as well as fundraising events.
- Elected to three fraternity official roles – “Number III” – Recording secretary, responsible for keeping detailed documentation of all fraternity activity.
- “Number II” – Vice President, advisor to the Number one and expected to step in if needed. Also responsible for New Member Education, creation of education materials, and presentation and teaching of those materials.
- and “Number I” – President, responsible for overseeing the entire fraternity, held solely responsible for shortcomings and failures.