


GAVIN LILLARD

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 Aiken, SC 29803

PROFESSIONAL SUMMARY

I have a strong background in problem solving and resolving situations. With my work experience, making sure to find common ground or compromise amongst clientele relations is a strong suit of mine. Securing sales is also a strong suit of mine. Asking the correct questions and intently listening to potential clients allows me to find the best fit for their experience.

SKILLS

- First aid training
- Upselling strategies
- Customer service
- Critical thinking
- Problem resolution
- Client relations
- Scheduling
- Follow-up skills

EDUCATION

Aiken Technical College
Graniteville, SC • Expected in 12/2025

Associate of Applied Science:

Computer Programming

- Dean's List [Fall, 2023]
- Dean's List [Spring/Fall, 2024]
- 3.5 GPA

South Aiken Highschool

Aiken, SC • 05/2021

High School Diploma

- Completed AP course in Human Geography
- Completed AP course in Physics
- Completed AP course in Psychology
- Completed AP course in Biology
- Completed AP course in Statistics

WORK HISTORY

Village Fitness - Hospitality Worker

Aiken, SC • 05/2022 - Current

- Performed general cleaning by sweeping and mopping floors, washing dishes and emptying trash.
- Prepared food and beverages and verified adherence of quality and safe food-handling standards.
- Reduced risks by maintaining clean and organized work environment.
- Collaborated with team members to consistently deliver high-quality service in a fast-paced environment.
- Delivered excellent customer service to support company reputation and patron satisfaction.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

EXTRACURRICULAR ACTIVITIES

I am an avid golfer, trying to get out on the course atleast once a week and the range a few times a week. I am also very into body building, health and fitness is key to my everyday life. Ironically, I also partake in competitive gaming, ranking top 2000 players amongst the North American population in Valorant.