

Contact

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(LinkedIn)

Top Skills

Project Management

Music Composition

Music Performance

Honors-Awards

Mary Bondon Scholarship

Michael Gieger

Student at Montclair State University
Roseland, New Jersey, United States

Summary

Recent graduate of Montclair State University with a Master's Degree in English Literature. 2023 recipient of The Mary Bondon Scholarship Award.

Integrating creativity into my everyday life and career has always been my ultimate ambition. From an early age, I've used writing as a primary tool to express my creativity. Graduate school at Montclair State University has allowed me to raise my skills in creative writing, editing, and proofreading to the next level. I believe my passion for writing and my affinity for creative work can provide significant value to the workplace.

Experience

Caldwell Nursery

Customer Service Representative

January 2017 - Present (7 years 11 months)

Caldwell, New Jersey, United States

Manage, distribute and collect high counts of money daily

Deliver exceptional service to hundreds of customers weekly resulting in brand loyalty

Mastered the names and brands of specific plants, soils, and mulches, in order to offer quality assurance

Organize displays of products seasonally

Coordinate deliveries of products and unload them daily

Advise customers on their specific needs regarding placement of plants

Trained approximately 20 new employers on procedures and protocols

La Pizza

Delivery Driver

January 2020 - May 2024 (4 years 5 months)

Roseland, New Jersey, United States

Ensure timely delivery of orders to customers during busy high stress hours

Handle cash and credit transactions between customers and restaurant

Essential Procurement Services
Customer Service Representative
May 2021 - January 2022 (9 months)
Fairfield, New Jersey, United States

Provided exceptional customer service in a high stress environment
Answered phones and serviced clients regarding their orders; follow up with customers
Completed deliveries and supervised shipment unloading
Collaborated with management and staff to ensure customers' needs were met
Trained new employees which resulted in an increase of customer satisfaction
Contributed to the workplace integration of COVID-19 health safety measures

Education

Montclair State University
Master of Arts - MA, English Language and Literature/Letters · (2022 - 2024)

Montclair State University
Bachelor of Arts - BA, English Language and Literature/Letters · (2018 - 2022)