

## Justin Grays

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### Professional Profile

Results-oriented and enthusiastic professional with extensive experience across a variety of industries including arts, education, public service. Excellent problem-solving skills with a strong orientation in public service. Outstanding listening and interpersonal skills paired with energetic and positive energy.

### Work Experience

#### Audience Services Manager

March 2011-Current

Illusion Theater, Minneapolis, MN

- Utilize current box office technologies for ticket sales, accurately and safely handle cash, and ensure that drawer balances with daily tallies
- Verify weekly and monthly ticket and concession sales and prepare deposits and change orders
- Supervise and train new hires

#### Delivery Driver

October 2015-July 2016

BiteSquad, Minneapolis, MN

- Deliver meals
- Cater deliveries, when necessary
- Practice safe driving skills

#### Solutions Support

August 2014-June 2015

XRS Corporation, Eden Prairie, MN

- Utilize technology to troubleshoot trucking compliance technology
- Issue Return Merchandise Authorizations

#### Teaching Assistant and Transportation Aid

June 2013-March 2014

LifeSpan of Minnesota, Shoreview, MN

- Provide instructional and clerical support for classroom teachers
- Reinforce learning concepts with students individually or in small groups
- Act as a substitute classroom teacher
- Support different educational levels as needed

#### Contract Assignment: File Clerk at Wells Fargo

April 2013-May 2013

Randstad, Minneapolis, MN

- Well organized and easily adapted to different work environments
- Performed administrative tasks and data entry accurately and efficiently

#### Contract Assignments: Data Entry at Enclarity, Minnesota Visiting Nurses Association, and EnergyPrint

June 2011-January 2013

Office Team, Minneapolis, MN

- Proficient with Microsoft Office programs Word and Excel
- Proficient with peripheral content management systems and data entry
- Attention to detail to ensure accurate data entry
- Experienced in supporting multiple departments as needed

#### Public Safety Liaison

May 2009-May 2010

Minneapolis Community & Technical College, Minneapolis, MN

- Assisted with the security on campus, issued badges, welcomed visitors and provided directions, patrolled building interiors and grounds, and monitored the security cameras
- Wrote incident and fire alarm reports, escort and access logs, and other miscellaneous reports
- Assisted with the operations of the Public Safety Communications Center, which received emergency communications and monitored campus security, fires and maintenance alarms. Relayed information and dispatches personnel as needed.

#### Business Receivables Customer Service Representative

April 2007-April 2008

AT&T Mobility, Bloomington, MN

- Received payments from business customers to ensure continuation of wireless service
- Provided options for payment plans for business customers to void interruption of service
- Researched payment history and missing payments while providing excellent customer service

#### Security Officer

October 2006-October 2007

General Security Services Corporation, Bloomington, MN

- Controlled access to plant office, issued badges, provided directions, patrolled building interiors and grounds, and monitored the security cameras
- Took reasonable and prudent action to ensure the safety of employees, visiting guests, and physical assets
- Investigated security breaches, wrote incident and fire alarm reports, escort and access logs, and other miscellaneous reports

**Operations Supervisor**

February 2004-September 2006

OfficeMax, St. Louis Park, MN

- Increased sales by up-selling product and offering MaxPerks, MaxAssurance, and other selling incentives
- Maintained knowledge of products and company policies and provided accurate information to customers and staff
- Supported and trained various staff regarding company policies including shift coverage, conflict resolution, computer troubleshooting and maintained employee files
- Enforced assets protection policies and deterred internal/external theft and prepared cash deposits and change orders
- Supervised personnel to ensure adherence to customer service and store policies

**Assistant Manager**

September 2001-May 2004

Hollywood Video, Minneapolis, MN

- Maintained knowledge of products and policies to provide accurate information to clientele and staff
- Supported and trained various staff regarding company policies including shift coverage, conflict resolution, and computer troubleshooting
- Supervised personnel to ensure adherence to customer service and store policies

**Community Education Assistant Director**

2001-2002

Lyndale Community School, Minneapolis, MN

- Supervised grade school students to ensure safety and optimal learning environment
- Substituted for community education teachers as needed
- Performed conflict resolution for problematic situations within the school
- Coordinated and supervised students, school transportation, and attendance

**Education and Professional Training****Metropolitan State University**, Bachelor of Arts in Gender Studies**Minneapolis Community and Technical College**, Associate of Arts in Liberal Arts