

# Abidemi Mumtaz

555-653-3234 • abidemi.mumtaz@gmail.com • linkedin.com/in/abidemi-mumtaz/

## EDUCATION

---

### Utah State University, Jon M. Huntsman School of Business

Logan, UT

Bachelor of Science: Management, Operations Emphasis

Dec 2024

- **GPA: 4.0**
- Recipient, Deans 2-year full tuition scholarship
- Member, Huntsman Scholar Program

## PROFESSIONAL EXPERIENCE

---

### Crumbl Cookies

Logan, Utah

*Employee Trainer*

Aug 2020 – Aug 2021

- Resolved 50+ customer service issues per week, increasing customer satisfaction and sales
- Provided exceptional customer interaction utilizing de-escalation skills while answering ~30 phone calls daily
- Completed quality control while baking cookies, cleaning the store, and promoting sales
- Trained 2-3 new employees weekly on baking techniques, customer service, and using company rewards program

### iFIT

Logan, UT

*Cashier*

June 2019 – Aug 2019

- Resolved and de-escalated 2-3 individualized member concerns at a manager level daily, fostering positive experiences through emphasizing member care
- Demonstrated consistent outstanding achievement daily for measured goals, leading to promotion to Team-Lead after 3 months as a regular customer service agent
- Coached approximately 5 new agents every 2 weeks, teaching Salesforce basics and effective communication with members while diagnosing equipment issues and de-escalation strategies

### Lowe's

Logan, UT

*Floor Associate*

July 2019 – July 2020

- Provided customer service to 50-75 customers daily by helping them find products and making recommendations based upon individualized project descriptions, facilitating a positive and efficient shopping experience and a 99.9% positive review rate
- Reorganized stock by maximizing retrieval process efficiency, for customer product requests or restocking needs, increasing efficiency in employee labor efforts
- Demonstrated team skills and versatility through gaining detailed knowledge to work on 6 departments

## VOLUNTEER SERVICE

---

### Logan Institute Adaptive Needs Program

Logan, Utah

*Volunteer*

Aug 2021- Present

- Assist 1 student with involvement in class activities
- Facilitate needs of online students via Zoom including login, chat, and interaction with other students

### The Church of Jesus Christ of Latter-day Saints

Torreón, Mexico

*Full-Time Volunteer, Spanish Speaking*

June 2018 – June 2019

- Trained 60 volunteers in time management, how to effectively teach difficult topics, and how to set and achieve goals
- Worked 70+ hours weekly teaching life skills to individuals and groups, and taught English classes to Spanish speakers

## SKILLS AND INTERESTS

---

- Python, SQL, Jupyter Notebook, basic proficiency
- Excel, certified
- Avid outdoor adventurer and violinist