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# ERIN GWILLIAM

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## PROFESSIONAL SUMMARY

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Stay at home mom who is willing to dedicate time and talents to add to children's education. Enthusiastic, outgoing, helpful and dependable.

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## SKILLS

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- Active listening skills
- Personable
- Motivated team player
- Fluent in American Sign Language
- Willing to share insights
- Passionate about education
- Involved in school community
- Involved in church community

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## WORK HISTORY

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Homemaker, 09/2000 to Current

Family – Odessa, Texas

- Provide love and direction to children in the home.
- Prepare nutritional meals regularly.
- Available each afternoon to listen to children's day and help with homework as needed
- In charge of coordinating carpools, assigning chores, and trying to keep the chaos at home to a minimum.

Supervisor, 06/1997 to 05/2000

Franklin Covey – Provo, Utah

- Trained and supervised a team of 20 in a customer service call center
- Provided motivation and guidance in order to have each team member meet the needs of our customers daily
- Communicated effectively with team members on expectations and trained them individually as needed

Mary Kay Consultant, 02/2003 to 09/2010

Self – Odessa, Texas

- Presented product benefits and provided them to as many new customers as possible.
- Alerted customers to upcoming sales events and promotions.
- Trained new sales associates as needed.
- Handled all customer relations issues in a gracious manner and in accordance with company policies.

- Educated customers about the brand to incite excitement about the company's mission and values.

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## EDUCATION

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Bachelor of Science: Family Science, 1996

Brigham Young University - Provo, UT

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## VOLUNTEER EXPERIENCE

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- PTA board member at Reagan Elementary over varying positions
- VIP at ECISD
- Headed children's church organization for two years
- Member of Relief Society, a women's organization of service
- Taught ASL to elementary children on a weekly basis
- Cub Scout Den leader 2014-2017