

# Lukas Martinson

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## SUMMARY

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Recent college graduate seeking employment, with all the wordsmanship an English degree can provides and all the tech basics and AI wrangling a couple free online courses can provide. As well as 5 years of work experience in basic customer service and communication roles. Willing and able to relocate.

## EDUCATION

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Kennesaw State University Kennesaw, GA  
Bachelor of Arts, English 2025

## CERTIFICATES

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**Claude 101**, Anthropic Skilljar

- This certificate me attempting to say 'spent some time learning basic AI wrangling' a way legible to employers.

**Programming for Everybody**, University of Michigan + Coursera

- Getting Started with Python (Part 1 of 5) (still working on the rest)

## WORK EXPERIENCE

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**Atlanta Bread Company** Woodstock, GA  
Sales Associate & Cashier 2023 - Present

- Deliver customer service by effectively resolving inquiries and complaints in a fast-paced setting.
- Train new employees on register operations and service standards, contributing to the promotion of 2 team members.
- Process transactions, manage phone communications, and maintain store organization.

**DoorDash** Atlanta Metro Area  
Delivery Driver 2021 - Present

- Maintain a perfect customer satisfaction score by providing consistent and dependable service.
- Work independently without any human supervision.

**H&M** North Point Mall  
Sales Associate 2021 - 2022

- Provided exceptional customer service and efficiently processed transactions in a fast-paced retail environment.
- Managed inventory and visual merchandising to enhance store presentation and improve product accessibility.
- Identified potential policy violations and fraudulent activities to maintain operational integrity. Regularly thwarted local shoplifting ring.

**North Point Ministries** Alpharetta, Georgia  
Volunteer Newsletter Content & Editing 2018 - 2020

- Wrote, edited, and formatted content for a monthly email newsletter to ensure clarity and engagement.
- Collaborated with leadership to maintain tone consistency and accuracy in communications.

## SKILLS

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Customer Service & Communication • Training & Onboarding • Problem-Solving • Microsoft Office • Attention to Detail • Written & Verbal Communication