

Andriah Griggs

Andriahg04@gmail.com

EDUCATION

University of Wisconsin-Madison, Communications Major Bachelor of Arts, 2022- current GPA-3.03	Madison, WI
Sauk Prairie High School High School Diploma, 2020-2022 GPA of 3.48	Prairie Du sac, WI
Heritage Christian Academy 2020-2022 GPA of 3.7	Birmingham, AL
Shelby Crossings Christian School (Homeschool), 2018-2019 GPA of 3.5	Birmingham, AL

CERTIFICATES

The University of Madison-Wisconsin International Review Board Certification - Fall 2024	Madison, WI
The University of Madison-Wisconsin Self-defense Class - Spring 2024	Madison, WI
The University of Madison-Wisconsin Digital Studies - Anticipated Graduation December 2026	Madison, WI

EXPERIENCE

2025- Current	Call Center Representative
<ul style="list-style-type: none">- Accurately documented customer interactions and maintained detailed records- Met and exceeded key performance expectations, including customer satisfaction scores and call quality standards- Promoted company products/services, effectively upselling or cross-selling based on customer needs and eligibility- Collaborated with team members and management to identify service improvements and enhance customer experience	

- Verifying accuracy of daily records and reviewing all numerical data to ensure end of day reporting is complete and error-free.

2022-Current

Culvers Crew Member

- Training new employees on best practices in food service
- Training future Culver Franchisee owners on current standard operating procedures
- Serving on Culver's review board to assess and refine business practices, directly influencing improvements on operational efficiency and customer service quality
- Actively engages in hospitality practices to enhance guest experience
- Supports intake, processing, and delivery of orders
- Leads team in food and space safety and sanitation
- Consistent participant in daily operation preparedness
- Serves as special events organizer and coordinator (ie, budgeting, marketing and communications)

2023-2024

FedEx Package Handler

- Organizing trucks for drivers to deliver packages
- Sorting packages to ensure they are delivered to the correct places
- Working with other package handlers to ensure work is done correctly and thoroughly

VOLUNTEER WORK

- 2021-Current Volunteer Sunday School Teacher for Gateway Community Church
- 2023-24 Communications board designer for Culvers
- 2021- 22 Slides and T-shirt Designer for Gateway Community Church Youth Group
- 2021 National Honor Society Member, Sauk Prairie High School
- 2020-21 Sauk Prairie Buddy Program

LEADERSHIP & INVOLVEMENT

- 2025- Current WUD Literary Arts Committee
- 2025- Current Photography Club
- 2025- Current Fiction Writers Association member
- 2025- Current Communication Arts student association member
- 2024- Current Art entrepreneurship club
- 2024- Current Advocate for rare diseases member
- 2021- Current Culvers review board member
- 2021-22 Art Club, Sauk Prairie High School
- 2020-21 Junior Varsity Volleyball Player, Heritage Christian Academy
- 2021 Youth Social Justice Representative and Attendee, Sauk Prairie High School
- 2020 Hugh O'Brian Youth Leadership (HOBY) Representative for Heritage Christian Academy
- 2018-20 Birmingham International Church Youth Group Member
- 2018 Writer and Co-Director for *Twas the Night before Christmas*, New Hope Baptist Church

- 2016-18 New Hope Baptist Church Youth Group Member
- 2016 Vacation Bible School (VBS) Volunteer, Crestway Baptist Church
- 2010-2016 Crestway Baptist Church Youth Group Member

SKILLS AND ACCOMPLISHMENTS

- ❖ Organized, hard worker, fast
- ❖ Language competency (*Not learner fluent*) Tagalog and Spanish
- ❖ Writing
- ❖ Knitting
- ❖ Basic understanding of adobe suite and WordPress
- ❖ Basic understanding of photoshop
- ❖ Painting and drawing (Art communications portfolio available upon request)
- ❖ ❖ Sculpting
- ❖ Piano
- ❖ Basic Graphic Designs and
- ❖ Photography
- ❖ website Editing

AWARDS

- July 2023 Team member of the month, Culvers
- August 2022 Team member of the month, Culvers
- 2020-22 Honors Society Member, Sauk Prairie High School
- 2020 Artistic Excellence Award, Heritage Christian Academy
- 2020 Honor Roll, Heritage Christian Academy
- 2020 Honors Society Member, Heritage Christian Academy

EXTRA CURRICULAR ACTIVITIES

- † Painting
- † Recreational Reading
- † Knitting
- † Cooking