

# Andriah Griggs

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## EDUCATION

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

## CERTIFICATES

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

## EXPERIENCE

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

- 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 & INVOLVMENT**

- 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

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

## AWARDS

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- 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