juliakswanson0108@gmail.com

(334)-275-7333

Hixson, TN 37343

Julia Swanson

Skills

- Microsoft and Google Workspace proficiency
- Adobe Creative Suite expertise
- Graphic design
- Landscape design and maintenance
- Account development
- Contract preparation
- Complaint resolution
- Regional account management
- Sales consultation and closing strategies
- Customer service excellence
- Strong work ethic
- Client relationship management
- Time management
- Attention to detail
- Problem-solving abilities
- Scheduling and coordination

Education

05/2021
B.S.:
Horticulture
Auburn
Auburn, AL

- Minor in: Agronomy, Soil Sciences
- Scholarship Recipient
- Dean's List
- Professional Affiliations: Landscape and Nursery Association

Online Portfolio

- https://juliakswanson0108.wixsite.com/portfolio

Personal Summary

I am a motivated professional with expertise in administration, client relations, and problem-solving. I am successful in managing accounts and resolving issues, leading to enhanced client satisfaction and business growth. My background in landscape supports effective project delivery and sales generation of commercial and residential enhancements. I pride myself on my attention to detail and creativity to achieve the best results in my work.

Experience

Farmer's Storehouse - Customer Service Representative
10/2023 - 06/2024

- Delivered customer assistance by answering inquiries and providing tailored product recommendations.
- Educated customers on organic, medicinal, and locally sourced agricultural products to support health goals.
- Managed order fulfillment processes, ensuring accuracy and timeliness during all operational hours.
- Created and promoted new menu items, driving sales while enhancing overall customer experience.
- Executed small marketing projects aimed at boosting sales of new products and educating consumers.
- Gave horticultural classes on permaculture and raised garden beds to educate the community on organic solutions.

Signal Mountain Nursery - Greenhouse Technician
01/2022 - 11/2023

- Assisted the lead grower in cultivating perennial and annual flowers while organizing inventory.
- Coordinated planning, scheduling, and problem-solving tasks with team members to enhance workflow.
- Mixed and sprayed fertilizers, herbicides, and insecticides on shrubs, trees, and grass.
- Unloaded plants and nursery items from delivery trucks for proper distribution.
- Diagnosed and treated pest and disease issues in various plants, shrubs, and trees.
- Worked on a team responsible for growing over 50% of the nursery stock for the store.
- Performed greenhouse and irrigation maintenance and repairs on the property as needed.

Yellowstone Landscape - Account Manager/Landscape Designer
06/2021 - 01/2022

- Managed landscapes for 50 commercial properties, ensuring aesthetic and functional quality.
- Scheduled staff and coordinated daily tasks to align with client needs and satisfaction.
- Designed and enhanced landscapes for the entire branch based on client requests, addressing specific property issues.
- Collaborated with the sales team to achieve financial targets.
- Reviewed services with existing customers to identify and expand sales opportunities.
- Cultivated strong customer relationships and rapport through effective communication, and prompt responses.
- Maintained detailed records of activities using online customer database for tracking purposes.
- Identified new business opportunities through cold calling, networking, and targeted marketing initiatives.

The Potting Shed - Sales Representative
07/2020 - 06/2021

- Advised customers on plant selections tailored to specific landscape needs and requirements.
- Discussed growing conditions of diverse landscape plants and trees to ensure optimal care.
- Created customized container arrangements to enhance customer satisfaction.
- Identified and addressed plant pathological or soil ecological issues upon request.
- Coordinated incoming shipments and managed orders for efficient operations.
- Assisted with light managerial tasks in the garden center.