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**HAGEN GRAVES**

| **PROFESSIONAL SUMMARY**  Dynamic and proven leader with a strong ability to learn and adapt quickly in fast-paced environments. Renowned for exceptional attention to detail, ensuring high-quality results in every project. Committed to fostering teamwork and driving success through effective communication and strategic problem-solving. Seeking to leverage leadership skills and adaptability in a new role.      **ACCOMPLISHMENTS**   * Promoted to team lead after just one year at Jackson Jet Center * Voted Idaho State Football Team Captain 2017 * Academic All-Big Sky Conference 2014-2017       **WORK HISTORY**  **Ramp Lead**, 10/2022 to 10/2024  **Jackson Jet Center - Boise, Idaho**   * Promoted to a supervisor role after one year of experience * Tasked with a variety of leadership duties in high pressure situations * Boosted team morale by fostering a positive work environment and providing clear communication channels * Enhanced ramp safety by consistently enforcing proper procedures and guidelines   **Customer Service Agent/Ground Service Agent**, 08/2022 to 10/2024  **Allegiant Airlines - Boise, Idaho**   * Demonstrated empathy in handling difficult situations, fostering trust and loyalty among customers * Followed strict company policies and procedures * Utilized strong problem-solving skills to quickly identify and address customer issues * Assisted in training new hires, sharing best practices for effective customer service delivery and safety   **Sales Representative/Customer Service**, 01/2022 to 12/2022  **Leading Edge Fundraising - Boise, Idaho**   * Expanded customer base through cold calling, networking, and relationship building * Increased sales revenue by identifying and targeting high-potential accounts * Organized large quantities of product and kept accurate inventory * Enhanced client satisfaction by addressing concerns promptly and providing exceptional service   **Assistant Football Coach**, 06/2021 to 02/2022  **Idaho State University - Pocatello, Idaho**   * Developed strong relationship with players to assist in reaching goals, build trust and rapport * Assisted head coach in evaluating player performance, identifying areas for improvement, and providing constructive feedback to ensure continuous growth * Responsible for managing, teaching, and motivating groups * Organizing various technologies and software * Scouted opposing teams to help build effective gameplay strategies * Collaborated with coaching staff to develop innovative playbooks, keeping opponents off balance   **Graduate Assistant Coach**, 08/2019 to 05/2021  **Idaho State Football - Pocatello, Idaho**   * Mentored student-athletes on academic and personal growth, contributing to their overall success both on and off the field * Inserted detailed data into complex software * Implemented effective time management skills to balance coaching responsibilities with graduate coursework demands.       **EDUCATION**  Master of Arts, Athletic Administration, 05/2021  **Idaho State University** - Pocatello, ID  Bachelor of Arts, Secondary Education, 12/2018  **Idaho State University** - Pocatello, ID |  | **CONTACT**  **Address:** Chicago, IL 60611  **Phone:** (541) 212-1106  **Email:** gravhage@gmail.com      **SKILLS**   * Problem-Solving * Leadership * Time Management * Critical Thinking * Reliability * Relationship Building |
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