

# SHELBY N. LAMOTHE, MBA

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## SKILLS

Microsoft Office  
Problem Solving  
Dealing with Ambiguity  
Time-Management  
Organization  
Customer Service

## PROFILE

Highly skilled in customer service, with almost a decade of experience. Highly educated individual in the Human Resources field, with a bachelor's and master's in business administration. Currently pursuing master's in clinical mental health counseling to be proficient in understanding and working with individuals on a deeper level. Looking to grow my knowledge and skills in the corporate world of Human Resources and Mental Health Counseling.

## EDUCATION

Master of Science  
Capella University  
Currently enrolled | 2021-2024  
EGD: March 2024

Master of Business Administration  
Columbia Southern University  
2018-2020  
Graduated: March 23, 2020

Bachelor of Science  
Louisiana State University  
2012-2016  
Graduated: December 16, 2016

## EXPERIENCE

Apple Inc.

**June 2017-Present**

### **Creative | Apple Retail Store**

Instructor: guiding small groups to learn or helping individuals' complete projects. Use presentation skills to act as a facilitator, helping users get set up, get trained, and get going. An excellent listener, taking the time to understand what each user hopes to achieve or learn.

### **Training Lead Experience | Apple Retail Store**

Schedule, lead, and prioritize training needs for team. Aid store operations by identifying and recommending daily staffing, scheduling, and zoning changes and adjust team coverage on the fly to meet store traffic needs. Take and resolve customer service issues.

### **Senior Customer Service | Apple Online Store**

Apple Online Store Manager that understands and implements Apple policies, procedures, to customers that have online order issues or

## REFERENCES

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Erinn Hayes | Reserved Nola, LLC  
Business Partner  
reservednola@gmail.com  
504-453-4936

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Telli Boudreaux | Golden Locks Hair  
Care Friend & Business Partner  
Telliboudreaux08@gmail.com  
337-789-2055

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Luke | Apple Inc.  
Manager  
Lbergstrom1@mac.com  
858-229-6461

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Matthew Blackwell | Apple Inc.  
Manager  
Matthewiblackwell7@gmail.com  
281-705-3003

complaints. Be able to effectively use Apple's internal software and policies to come up with a creative solution for the customer. Discern between fraudulent activity and customers to partner with proper channels to find collaborative solutions also.

### **Sales Expert | Apple Retail Store**

Leader in sales, product knowledge, and customer solutions. Highly influential in customer engagement. Train & mentor specialists on latest products and services and help them reach their developmental goals, while still being a top sales performer in the store.

### **Business Specialist | Apple Retail Store**

Account manager for small and large business owners to continue building their relationship with Apple. Knowledge of CRM to place orders, follow-up on new business introductions, and build on-going relationships with current business customers.

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### Chasing Shel, LLC – Website Design & HR Specialist

May 2020-Present

My personal website design business that helps other businesses with their business vision for website design, business vision, and human resources advisement.

### **Human Resources Specialist for Reserved Nola, LLC + Golden Locks Hair Care, LLC**

Build contracts for business partnerships, develop business visions, and execute plans for vision to come to life. Execute creative visions through website designs for clients that represent what their target audience will experience when shopping or booking their services. Find strategies to build more revenue and how to gain attention of target audience. Build pricing, policies, and procedures for partnerships.

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### Lush Cosmetics

September 2015-December 2017

### **Floor Leader | February 2016-December 2017**

On-duty-manager in charge of providing feedback and coaching to sales ambassadors. Build customer loyalty through proper training of sales ambassadors. Coach sales ambassadors to establish rapport with customers through progressive questioning to assess customer needs and direct customers to appropriate products and provide coaching and feedback to sales ambassadors if not meeting behavioral or sales expectations. Responsible for all cash handling and bank deposits.

### **Store Trainer | January 2017-December 2017**

Developed training guidelines to reach specific product goals and facilitated team training and new-hire on-boarding while still training current employees on sales goals metrics and new-product launches for thorough product knowledge and customer satisfaction.

### **Lush Human Resource Internship | January 2016-December 2016**

Perform recruiting for store hiring events, get new-hire packets organized and ready for training, get employees set up in ADP system for payroll and benefits, and communicate effectively with manager and new-hire.

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Louisiana State University Union Theater Box Office

August 2013- December 2016

**Box Office Agent & Key Holder**

Customer facing sales experience that requires basic technological skills and problem-solving skills. Responsible for handling cash as well as other employees, to secure deposits safely. Successfully use Choice Ticketing system to complete sales for the Union Theater events. Worked alongside Director of Promotions and Events Manager.

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**VOLUNTEER WORK**

- Friends of Animals Shelter | January-May 2016 | Baton Rouge, La
- Houston Food Bank | November 2017 | Houston, Tx
- Meals on Wheels | January 2019 | Houston, Tx
- JJ Watt Charity Event | May 2019 | Houston, Tx
- Meals on Wheels | January 2020 | Houston, Tx
- Autism Speaks (Virtual) | October 2020 | Houston, Tx