

# Cody Albrecht

Tomball, TX 77377

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Creative professional with extensive project experience from concept to development. Dedicated research skills providing information and better understanding. Representative with expertise providing customer support in high volume environments including, recruitment, budgets and etiquette. Dedicated and highly motivated individual who provides exceptional customer service through active listening and problem-solving. Effective in motivating others to reach optimum potential. Consistently recognized for performance and excellence in customer service. Empathetic and dedicated to resolving situations. Excel at time management.

Authorized to work in the US for any employer

## Work Experience

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### **Choreographer**

Redemption Winterguard - Houston, TX

Present

Choreographing for a competitive group of performers that compete at contests and Winterguard International finals in Dayton, Ohio.

### **Ambassador**

Law Office of Bryan Fagan - Houston, TX

November 2021 to April 2022

- Consultations with potential new clients
- Draft contract for potential clients when they are ready to retain our services.
- Be a team player and cover for your fellow salespeople to help our firm help our prospective new clients find clarity around and relief from the situation that brought them to the firm in the first place.
- \* \* Follow-up with potential new clients.
- Follow-up with current clients and set milestones during their case or matter.
- Actively engage in dialogue with management regarding the quality and volume of the leads, offering constructive feedback and suggestions for improvement based on your "front lines" experience.
- Conduct in-person, zoom, and telephone sales meetings and sign new clients to the firm
- Follow up, via telephone, email, sending videos, etc with previous clients or potential clients who have contacted the firm

### **SALES ASSOCIATE**

James Avery - Tomball, TX

October 2018 to November 2021

- Selling, marketing and promoting sales.
- Detail oriented to deliver and promote exceptional customer service, as well as informing guests about our products.
- Helped customers locate products and checked store system for merchandise at other sites.
- Engaged with customers to effectively build rapport and lasting relationships.

- Processed product returns and assisted customers with other selections.
- Provided positive first impressions to welcome existing, new and potential customers.
- Maintained customer satisfaction with quick and professional handling of products and returns.
- Increased sales by offering advice on purchases and promoting additional products.
- Solved customer challenges by offering relevant products.

## **SALES ASSOCIATE**

Five Below - Tomball, TX

October 2016 to October 2017

- Prepared merchandise for sales floor by pricing or tagging.
- Helped guests locate products and checked store system for merchandise.
- Increased sales by offering advice on purchases and promoting additional products.
- Organized racks and shelves to maintain store visual appeal, engage customers and promote specific merchandise.

## **COLOR GUARD DIRECTOR**

CY-FAIR HIGH SCHOOL

August 2012 to May 2014

- Design color guard programs that effectively complement and enhance the visual and musical program Evaluate members' abilities and designs equipment carriage according Recruit potential color guard members while retaining current members.
- Ensure that the color guard is properly equipped for rehearsals and performances as well as maintain a cooperative working relationship with the Athletic Director, Band Director, Percussion Director, Band Staff, Band members, School Administration, Booster Organization, and Custodial Staff Create and manage a budget for the Fall Semester and Spring Semester ASST.
- Met with students, parents and administrators to address and resolve students' behavioral and academic issues.
- Prepared comprehension and knowledge tests and quizzes to determine student comprehension..
- Maintained accurate and complete records for 60 students.

GUARD TECHNICIAN/ASST. GUARD DIRECTOR, CY-FAIR HIGH SCHOOL

- Ensure the highest possible level of performance from the color guard members through effective preparation, and attention to individual members Maintain a cooperative working relationship with the Athletic Director, Band Director, Percussion Director, Band Staff.
- Recommend new property purchases within the budget allocations.
- Schedule separate competition events as the unit transitions from an attachment of the marching band to an independent competition entity (e.g., "Winter Guard") during the winter season
- Establish communication with parents of color guard students and organize their efforts in support of the unit.
- Collaborated with directors and fellow supervisors to organize operations and achieve demanding schedule targets.

COLOR GUARD TECHNICIAN, TOMBALL HIGH SCHOOL

- Established positive learning environment inside and outside rehearsals.
- Coordinated Marching Band staff to create and choreograph Color Guard alongside the Band.
- Managed Color Guard equipment and supervised Color Guard members during rehearsals.
- Attended performances and competitions, and worked with Drill Instructor to develop visual component of show.

- Applied discipline and sense of responsibility toward all team and personal activities.
- Worked with coaches and trainers to understand and implement improvement strategies.

## **Choreographer**

Blue Knights Drum Corps - Colorado Springs, CO  
May 2011 to August 2011

Choreographing a world class show that competes at Drum Corps International. Spending 14 hours per day in the summer teaching and choreographing the show for competitions all over the United States while on tour.

## Education

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### **HIGH SCHOOL DIPLOMA**

TOMBALL HIGH SCHOOL  
May 2007

## Skills

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- Product Recommendations (4 years)
- Problem-Solving (6 years)
- Customer Needs Assessment (3 years)
- Teamwork and Collaboration (5 years)
- Sales Goals Attainment (4 years)
- Verbal and Written Communication (6 years)
- Time Management (6 years)
- Upselling Techniques (3 years)
- Sales (5 years)
- Customer Service (5 years)
- Microsoft Office (1 year)
- Cold Calling (1 year)
- Negotiation (1 year)
- Legal Research (1 year)
- Legal Drafting (1 year)
- Guest Services (5 years)
- Microsoft Excel (1 year)
- Client Consultation (1 year)
- Microsoft Word (5 years)
- Adobe (1 year)
- Writing Skills
- Communication skills
- English

## Certifications and Licenses

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### **Paralegal**

Houston community college

Grade: 4.0

## Assessments

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### **Legal skills — Familiar**

May 2022

Supporting legal procedures, preparing documents, doing research, and collecting client information in a legal setting

Full results: [Familiar](#)

### **Customer service — Familiar**

April 2022

Identifying and resolving common customer issues

Full results: [Familiar](#)

### **Customer focus & orientation — Highly Proficient**

November 2021

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

### **Sales skills — Proficient**

November 2021

Influencing and negotiating with customers

Full results: [Proficient](#)

### **Receptionist — Familiar**

November 2021

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Groups

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### **NALA**

April 2022 to Present

NALA Paralegal membership

## Additional Information

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### SUMMARY OF MAJOR SKILLS AND ACCOMPLISHMENTS

Graduated 4/2022 from Houston Community College Paralegal Program GPA 4.0; will be seeking position in litigation. Gaining experience in legal research and writing; briefing cases and obtaining legal knowledge. Extensive background in sales and communication

11/2021 Computer Skills for the Workplace Certificate.

### COMMUNICATION SKILLS

- Consulted with potential clients regarding their options in retaining a lawyer.
- Empathetic towards potential clients to better understand their needs.
- Followed up with clients after their case was resolved to determine further need for representation on other family or probate matters.
- Informed potential clients of their options and steps regarding the legal process.
- Directed High School colorguard and winterguard programs.

### RESEARCH SKILLS

- Computer programs: 4iiz, Clio, and Excel databases for clients.
- Created budgets through Excel spreadsheets and Microsoft Office.
- Researched and recommended Junior or Senior attorneys based on clients' needs.

### ORGANIZATION SKILLS

- Financial Ambassador at Bryan Fagan Law Firm informing clients of the necessary financial expectations from inception through completion or resolution of their case.
- Drafting contracts for potential clients for retention of legal services of Bryan Fagan Law Firm.
- Marketing and consulting with potential clients regarding further steps in the litigation process.
- Managing, recruitment, staffing, budgeting at Cy-Fair High School.