

# COLE DUDLEY

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Customer Success Specialist | Shop Operations & Rider Support | Bicycle Enthusiast

## EXPERIENCE

### The Cycling Lion

Los Angeles, CA (September 2023 – Present)

- Led and supported a team of 12 mechanics at the LMU bike shop
- Communicated repair needs, timelines, and options in clear, non-technical terms
- Resolved customer concerns related to repairs, parts compatibility, and bike performance
- Performed hands-on diagnostics, maintenance, and repairs across mountain, road, and electric bikes
- Tracked bike and parts inventory using Lightspeed POS to ensure accurate availability and fulfillment
- Trained new hires on service standards, safety checks, and customer communication best practices

### Two Wheel Steals

Los Angeles, CA (October 2024 – Present)

- Launched a small business providing affordable, sustainable transit for the LA student community
- Directed full-cycle operations including inventory sourcing, mechanical overhauls, and digital marketing
- Restored 300+ bicycles to safety standards, ensuring reliable transportation in a car-centric urban market
- Maintained a 5.0-star rating across 40+ verified reviews by prioritizing technical accuracy and service
- Grew a trusted local reputation, resulting in commissions for high-end, bespoke “restomod” builds

### Crimson Circle Service Organization

Los Angeles, CA (March 2023 – Present)

Vice President of Finance

- Directed organizational finances, budgeting, and funding strategy
- Completed 500+ hours of community service mentoring/tutoring elementary and middle school students

### In-N-Out Burger

Davis, CA (March 2020 – August 2022)

- Worked in a high-volume operation emphasizing speed, consistency, and customer satisfaction

## EDUCATION

Loyola Marymount University (LMU) — Los Angeles, CA

Bachelor of Arts in Studio Arts, Minor in Mathematics

Expected Graduation: May 2026

## SKILLS

Technical: Brake & Drivetrain Service, Measuring with Calipers, Wheel Truing, Bike Restoration  
Customer Support: Digital & In-person Communication, Customer Education, Issue Resolution  
Software: Adobe Creative Suite, Google Workspace, Lightspeed POS, Microsoft Teams, Slack  
Creative: Print Production, Sculpture, Typography, Video Editing