

Psychology Human Resources

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Professional Profile

- Experienced customer service focused young professional with an eye for exceptional service and quality of experience
- Proven leader demonstrated through leadership positions that required motivating teams and engaging members
- Able to work with diverse individuals from Executive level to college age
- Driven for results in sales and work with attention to detail and ability to prioritize and multi-task
- Savvy with social media platforms as well as Word, Excel and PowerPoint
- Experience with customized software applications including Point of Sale (POS)

Education

Bachelor of Science, Psychology, Colorado State University, Fort Collins, CO
Minor: Business Administration Graduation December 2014

GPA: 2.9

Related Experience

Enzio's Italian Kitchen, Fort Collins, CO

Waitress/Hostess

November 2011 – present

- Facilitate an experience for each guest by providing excellent and genuine service
- Train new hires utilizing training manual as well as providing information learned on the job
- Work in a team environment where I stress "it is all about the customer experience"

Bath and Body Works, Fort Collins, CO

Sales Associate

October 2011 – December 2012

- Customer service with extensive knowledge of products

Drake Park Restaurant and Lounge, Fort Collins, CO

Administrative Supervisor/Hostess

October 2011 – June 2012

- Assisted in marketing and advertising restaurant through promotional events
- Managed flow of the front of the house

Lakeway Resort and Spa, Austin, TX

Hostess (seasonal)

May 2010 – August 2011

McDaniel College Phone Center, Westminster, MD

Alumni Outreach Caller

September 2010 – May 2012

- Promoted appreciation from college alumni via personable conversation in a difficult fundraising environment
- Learned to accept "no" as a non-personal response

Oberg Properties – Sales and Leasing, Austin, TX

Office Staff

January – August 2010

- Maintained client files, updates website to more user friendly interface and developed Microsoft Office skills

Leadership

Colorado State University, Fort Collins, CO

BizMiss

2012 – present

Social Event and Fundraiser Coordinator

2013 – 2014

- Professional women's group that prepares women for the world of work through networking with local businesses people
- Provide speakers on business topics and tips at weekly meetings for 30-40 women
- Planned Holiday Sale involving donations from local businesses splitting the profits of the sale between philanthropic group, businesses that donated items and the organization
- Raised money to support Relay for Life through selling donated burritos

RamWelcome Leader

2013

- Assisted with transition to college for first year students and off-campus transfer students
- Served as a mentor and source of information and resources to minimize the confusion

Student Government Association

Vice President of Communications

August 2011 – May 2012

- Worked with Dean of Student Affairs to improve the exchange of ideas among students on the campus
- Provided feedback on projects and funding issues

Gamma Sigma Sigma, National Service Sorority

Membership Vice President and Social Activities Chair

2011 – 2012

- Educated pledges about the history and traditions of the sorority and monitored class progress throughout the pledge process
- Planned and created social activities and events throughout the year to engage current members with new members