

# YOUR NAME

Email: [youremail@gmail.com](mailto:youremail@gmail.com)

Mobile: (000) 111-2222

## CORE QUALIFICATIONS

Customer Relations ~ Organizing Skills ~ Computer Knowledge  
Time Management Skills ~ Team Player ~ Complex Multi-tasking Coordination  
MS Office Products: MS Word, Excel, PowerPoint, MS Outlook  
POS System: Lightspeed NXT, Falcon and Winmark Corp  
Social Media Marketing Tools: Facebook, Twitter, Tumblr and Google+

## EDUCATION

**University of North Texas/Denton Campus** **August 2013 - Present**  
*Bachelors Integrative Studies: Majors - Marketing, Psychology, Communications*

**University of Louisiana at Lafayette** **June 2012 – May 2013**  
*(Course work in Business Management)*

## CAMPUS ACADEMIC ACTIVITIES

- Dean's List (Spring Semester 2015)
- UPC Committee Member
- Make a Difference Day Committee Member
- Leadershape Program: Selected as attendee (Day 7 Executive Member)
- Talons Committee Member
- The Big Event Committee Member
- Sigma Alpha Lambda Honors Fraternity

## PROFESSIONAL EXPERIENCE

**Zoe's Kitchen (Part-Time), Flower Mound, TX** **July 2014 to Present**  
*Shift Lead (Part of Management Team)*

- Manage, coach, and train staff on a shift-to-shift basis.
- Daily count cash and keep quality book keeping records including documentation of sales transactions and cash receipts within a shift-to-shift environment.
- Manage guest relations and ensure customer's expectations and dining experiences are met during every visit.
- Handle conflict resolutions involving staff members and any guest complaints.
- Properly process feedback given by all customers.
- Ensure quality and integrity of food by monitoring food preparations and adhering to company standard recipes.

**Zoe's Kitchen (Part-Time), Grapevine/Flower Mound, TX** **April 2014 to July 2014**  
*Cashier Clerk*

- Daily greet customers with a positive and friendly attitude.
- Properly enter orders into a Radiant POS (Point of Sales) cash register system and successfully handle all cash and credit card transactions.
- Maintain an open line of communications with guest and staff members.
- Provide friendly, courteous service to all customers from point of order thru service delivery to table.
- Handle customer complaints in a professional manner and process resolutions as required.

**Once Upon-A-Child (Part-Time), Flower Mound, TX** **June 2013 to May 2014**

***Retail Sales Clerk***

- Trained to be a Product Sorter and Buyer.
- Operate Winmark Corporation POS (Point of Sales) cash register system via cash, credit card and checks.
- Answer phones and provide friendly, courteous service to all customers.
- Inventory control and create log sheets for back stock of all products.
- Assist other location (Plato's Closet) with inventory calculations.
- Educate customers on new products and special promotions.
- Create point-of-sales displays based on consumer traffic patterns.
- Maintain store appearance by organizing, folding, hanging and displaying merchandise.
- Assist with facility sanitation as required.

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**Stines Lumber (Part-Time), Lafayette, LA**

**July 2012 to May 2013**

***Retail Sales Clerk***

- Operate a Falcon POS (Point of Sales) cash register system via cash, credit card and checks.
- Provide friendly, courteous service to all customers.
- Educate customers on new products and special promotions.
- Ticketing and Invoicing as required.
- Direct point of contact for troubleshooting sales/invoicing problems.
- Assigned clerk to locate products with other store sites.

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**Rick Fairless Stokers Dallas (Part-Time), Dallas, TX**

**April 2009 to April 2012**

***Retail Sales Clerk***

- Operate a Lightspeed NXT POS (Point of Sales) cash register system via cash, credit card and checks.
- Maintain store appearance by organizing, folding and displaying merchandise.
- Provide friendly, courteous service to all customers.
- Educate customers on new products and special promotions.
- Assist manager in day to day operations of the store.
- Create point-of-sales displays based on consumer traffic patterns.
- Confirm customer purchases and recommended peripherals to increase sales.

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**EXTRA CURRICULAR ACTIVITIES**

**Marcus High School Basketball, Flower Mound, TX**

**2011-2012**

*Varsity Team*

**Marcus High School Basketball, Flower Mound, TX**

**2009-2011**

*Jr Varsity Team (Selected as MVP)*

**G-Force Basketball Team, Dallas, TX**

**2007-2009**

*Select Team*

**Select Basketball Club**

**2006-2007**

**All-Star Team, Chalmette, Louisiana**

**2000-2006**

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**REFERENCES**

*References provided upon request*