

EDUCATION: **TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA**
Bachelor of Business Administration, Graduation: May 2015
Major: Accounting
GPA: 2.93

CRITICAL THINKING UNIVERSITY, Pearson TalentLens
Certificate in Critical Thinking: May 2013

ACTIVITIES & AWARDS:

Temple University

- Volunteer Income Tax Assistant (2014)

EXPERIENCE: Dick's Sporting Goods, Plymouth Meeting, PA

Bikes and Exercise Sales Lead September 2012 - Present

- Supervise the department of 6 associates; ensure department is fully stocked and up to date with products.
- Provide customer service, started as a cashier, now promoted to a sales lead.
- Demonstrate versatility in covering other departments; also serve as the manager on duty when needed.

Lacrosse Service Specialist March 2011 - September 2012

- Met with district and regional lacrosse representatives to discuss new product lines. Helped assess product appeal and what drove sales.
- Supervised the department consisting of 6 associates as needed.
- Worked with the lead and manager to have the correct floor plan in order for the department to succeed.

Customer Service Specialist August 2009 – March 2011

- Supervised a team of 20 cashiers, served as the backup cashier on occasion.
- In charge of all front of the store activity and product displays.
- Reconciled daily cash and credit transactions.
- Authorized any transaction discrepancies.

Office Depot, Plymouth Meeting, PA June 2009 – September 2009

Customer Service and Operations Associate

- Received orders, unloaded merchandise, and inspected condition of products.
- Provided customer service.
- Served as cashier when needed.

SKILLS & LANGUAGES:

- Microsoft Word, PowerPoint, Access, and Excel.
- Spanish – Conversant.
- Latin – Basic understanding of the language.