

EDUCATION:

TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: May 2015
Major: Business Management | Total expected credits: 150
GPA: 3.0

ACCOMPLISHMENTS:

Volunteer, Food drive, Spring 2012 - present
Tutor, Delaware County Community College, 2011 - 2012
Distinguish Honor roll, 2010

EXPERIENCE:

MACYS, Philadelphia, PA October 2011-Present

Sales Associate, Women Shoes

- Share product knowledge with customers while making personal recommendations
- Work as a team member to provide the highest level of service to customers.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience.
- Answer customer's questions and addressed problems and complaints in person and via phone.

MCDONALDS, Drexel Hill, PA Sept 2006 - October 2011

Crew Trainer

- Conveyed crucial messages to management and acted as a positive role model for new associates.
- Correctly received orders, processed payments and responded appropriately to guest concerns.
- Managed to meet customer needs and effectively resolved food or service issues.
- Took initiative to find extra tasks when scheduled duties were completed.

STEP BY STEP LEARNING CENTER, Lansdowne, PA Aug 2006- October 2006

Camp Counselor

- Read stories to the children and taught them painting, drawing and crafts.
- Monitor children's play activities making sure they are safe.
- Escort children on outings and trips to local parks and zoos.
- Spark creativity and imagination by helping children discover new things each day.

SKILLS & LANGUAGES:

- MS Office Word, Excel
- Excellent Multi-Tasker
- Spanish-fluent
- Patois-Conversant