

# James DeRoos

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## *Career Overview:*

Highly motivated sales associate with extensive customer service and sales experience. Dependable with handling cash and financial reports. Recognized as a leader and excellent team player to create a positive atmosphere.

## *Experience:*

My experience has proven that customer service is critical to success. Without the customer, there is no business and with no business, there is no job. Being able to relate to and interact with the customer is essential for repeat business. Being a valuable team member is another aspect that I learned. When I became a Certified Trainer our motto was, "you are as weak as your weakest employee." Helping the team and working together creates an enjoyable work atmosphere.

## *Employment History:*

August 2010-Current  
Server and Bartender  
Certified Trainer

Red Robin  
Mechanicsburg, PA

July 2008-August 2010  
Cashier and Bagger

Giant Food Stores  
Mechanicsburg, PA

## *Education:*

August 2012 -- Current  
Business Management

Temple University  
Philadelphia, PA

August 2010-May 2012  
General Education  
Dean's List

Harrisburg Area Community College  
Harrisburg, PA

June 2010  
General Education  
Business Student of the Year

Mechanicsburg Area High School  
Mechanicsburg, PA

## *Skill Highlight:*

- Anticipating people's needs
- Reliable
- Trainable
- Adaptable
- Innovative
- Enthusiastic