

EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA
Bachelor of Business Administration, Graduation: August 2014
Major: Business Management

GPA: 3.09 (major)

Selected Courses:

Power, Influence and Negotiation	Communicating in Organizations
Financial Management	Critical Skills for Managers
Professional Development Strategies	Management Information Systems

ACTIVITIES & AWARDS:

- Team Captain, Grundy Senators, 2007-2009 Championships
- Bucks County Community College Deans list spring 2012

EXPERIENCE: DICKS SPORTING GOODS, Oxford Valley, Willow Grove, PA June 2011 - Present
Lead, Lodge Department

- Train and mentor new employees on lodge safety procedures and product knowledge
- Control gun log computer programs, ensuring firearms are inventoried correctly as well as completed and file legal documents, 4473's, for the sale of firearms
- Create and execute business plans to reduce inventory loss
- Perform service techniques to repair and customize crossbows, guns, scopes, etc.
- Execute operations and merchandising to meet company standards

Customer Service Specialist Lead, Front End January 2009-June 2011

- Responsible for opening and closing procedures, completed daily cash deposits, safe inventories and till counts
- Managed 10-15 cashiers each day to maintain company's ethical standards and trained new cashiers on proper register execution procedures
- Delegated and resolved disputes with customers
- Recruited employees for specific hiring needs, prepared schedules, organized rotations, and ensured shifts were covered properly

THE FAULKNER ORGANIZATION, Treavose, PA June 2013-September 2013

Finance Internship

- Communicated with banks to get customer loans for both leasing and buying
- Ran customer credit reports and reviewed credit disclosures with customers to review their financial qualifications
- Sold extended warranties and service contracts to clients

SESAME PLACE, Langhorne, PA April 2006 – September 2008

Manager, Sesame Café

- Trained and managed 60 employees and 10 supervisors on a daily basis
- Supervised employees in a high volume, fast-paced establishment
- Forecasted product consumption and ordered replenishment accordingly
- Interviewed and promoted team members to higher positions to strengthen efficiency
- Conducted annual reviews for ea employee based on job skills, product knowledge and ethical standards
- Mentored employees to become promotable and continue to grow within the company

SKILLS:

- Proficient in Microsoft Word, Excel, PowerPoint, and Outlook