

NAME

Address • City, ST Zip • Phone • Email

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OBJECTIVE

*An Account Management position utilizing and expanding upon:*

- Strong customer service experience and working closely with diverse populations
- Time management, organizational and communication skills fine-tuned within academic and employment settings
- Abilities to prioritize tasks, work within tight deadlines and maintain a strong sense of detail in a variety of environments
- Experience presenting material to large and small groups within a team and independently
- Computer skills include Microsoft Office, Smart Board and Social Media

EDUCATION

**St. John Fisher College**, Rochester, NY May 2015  
Ralph C. Wilson Jr. School of Education  
Master of Science, Childhood & Special Education, GPA 4.0

**University at Buffalo**, Buffalo, NY Aug. 2012  
Bachelor of Arts, English, With Honors, GPA 3.9

EMPLOYMENT EXPERIENCE

**Macy's Department Store**, *Sales Associate*- Victor, NY Aug. 2012-Present

- Train new employees to high level of customer service, marketing techniques and good communication skills.
- Provided outstanding customer service to people of all backgrounds and ages in mall establishment; won 'Employee of the Month' award in March 2014.

**Wegmans Food Markets, Inc.**, *Cashier/ Customer Service*- Rochester, NY 2008-2012

- Provided excellent customer service at high end, fast paced company.
- Handled customer concerns tactfully and with focus on complete customer satisfaction.

SUPPORTING EXPERIENCE

**Private Family**, *Nanny*- Macedon, NY July 2012-Sept. 2015

- Responsible for three children, current ages 6, 8 and 11
- Proactively sought out opportunities to keep the children engaged and active, such as trips to the zoo, beach and playing with other children

**John James Audubon School #33**, *Student Teacher, Grade 4*, Rochester, NY Spring 2015  
**Winslow Elementary School**, *Student Teacher, Grade 1*, Henrietta, NY Spring 2015

CERTIFICATIONS

New York State Initial Certification, Childhood Education, August 2015  
New York State Initial Certification, Students with Disabilities, August 2015

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## **OBJECTIVE**

*A support representative in a human services organization, focusing on developmental disabilities, utilizing and expanding upon:*

- Experience working with children with a wide range of learning and physical abilities
- Written and verbal communication skills enhanced through discussions with students, peers, administrators, faculty, community members and staff
- Knowledge of basic ADA regulations as they pertain to school-age children and accommodations
- Excellent time management skills, ability to prioritize tasks and maintain a positive attitude within fast-paced environments
- Computer skills include Microsoft Word, PowerPoint, Smart Board and basic adaptive communication devices, such as voice recognition and magnifying programs

## **EDUCATION**

**St. John Fisher College**, Rochester, NY

Ralph C. Wilson Jr. School of Education

**Bachelor of Science, Childhood and Special Education**

May 2014

Cumulative GPA 3.48; Dean's List 4 Semesters

Service Scholar Program Participant 2010-2014 (complete 200+ hours community service/academic year)

## **RELATED EXPERIENCE**

**Nathaniel Hawthorne School #25**, Rochester, NY

January 2014 – March 2014

Student Teacher, 1<sup>st</sup> Grade Inclusion Classroom

- Collaborated with classroom and resource teachers, para-professional and a second student teacher in creating lesson plans and structuring daily activities.
- Provided differentiated instruction to ensure children's diverse learning styles and IEP requirements were met.
- Designed and taught lessons in accordance with NYS Standards with focus on utilizing interactive and relevant materials to assist students with retention of facts.

**Stella Maris**, Rush, NY

Summers 2010 – 2013

Camp Counselor

- Worked with campers from disadvantaged backgrounds, ages 5-13, with significant disabilities.
- Acted as a positive mentor and assisted campers in developing social and motor skills.

## **WORK EXPERIENCE**

**Wegmans Food Markets, Inc.**, Fairport, NY

October 2009 – January 2014

Bakery Department

## **CERTIFICATIONS**

NYS Initial Certification in Students with Disabilities, pending August 2014

NYS Initial Certification in Childhood Education, pending August 2014

## **TEACHING EXPERIENCE**

**Rush-Henrietta CSD**, Substitute Teacher, Rochester, NY

May 2014 – June 2014

**Barker Road Middle School**, Student Teacher, 6<sup>th</sup> grade classroom, Pittsford, NY

March 2014 – May 2014