# **NAME**

Address • phone • email

#### **EDUCATION**

St. John Fisher College, Rochester, NY School of Business, AACSB accredited

## **Bachelor of Science in Human Resource Management**

Anticipated May 2016

GPA 3.33; Service Scholar: complete 200+ hours of community service each year

#### **RELATED COURSES**

Organizational Behavior, Prejudice, Discrimination and Stereotypes, Rewarding and Maintaining Human Resources, Gender Roles in Society Urban Social Problems

#### RELATED EXPERIENCE

Heritage Christian Services, Rochester, NY

Fall 2014-Present

### **Human Resources Intern**

- Conduct job factor analysis to benchmark positions and ensure internal equity; utilize a point-factor job evaluation system to rate each position.
- Evaluate rankings comparing to compensation structure in terms of pay grades and exempt/nonexempt status.
- Utilize collected data to compile necessary information to revise job descriptions and ensure accuracy for future hires.
- Assisted in transitioning company payroll system to new minimum wage requirements; assessed vacation and holiday pay records, identified and resolved errors.

#### **EMPLOYMENT**

American Eagle, Victor, NY

Fall 2014-Present

## **Sales Associate**

- Provide customer service in a fast paced, high volume retail operation.
- Communicate with customers to identify and tactfully resolve concerns, retain relationships and identify solutions.
- Identify sales opportunities and upsell as appropriate.
- Collaborate closely with colleagues to ensure reliability, teamwork, and accurate communication.

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

Fall 2013-Fall 2014

#### **Student Ambassador**

- Assisted Admissions staff in recruiting high school students by giving campus tours and calling prospective students on the telephone.
- Answered inquiries of potential students and their families.
- Conducted Open House tour groups up to 15 persons.

#### **COMMUNITY INVOLVEMENT**

St. John Fisher Management Club, Vice President/Member	2012-Present
East Rochester Elementary, <b>Tutor</b>	2012-2013
Teddi Dance for Love, Committee Member	2012-2014
Bethany House, <b>Volunteer</b>	2011-2012

#### **EDUCATION**

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

School of Business, AACSB accredited

Bachelor of Science in Human Resource Management

May 2015

Concentration in Marketing

Wegmans Scholarship recipient

## University of Richmond, London, England

Spring 2014

Study abroad program participant

#### **INTERNSHIPS**

### Highland Hospital, Rochester, NY

August 2014-Dec 2014

Human Resources Intern

- Assist HR Trainer in setting up workshops for new employees; organized 'Newcomers' closing luncheon.
- Analyzed annual employment satisfaction surveys to find trends in perception of key issues and evidence of improved relations between HR department and staff.
- Benchmark compensation structure of area hospitals and comparable positions and pay grades.
- Brainstorm new internship program with Director of department in an attempt to draw more nursing students to hospital.

#### Hyatt Regency Hotel, Rochester, NY

Spring 2013

Human Resources Intern

- Worked in administrative office of hotel, performing general office tasks, filing resumes, scheduling appointments and answering phone inquiries as needed
- Created 'Internships at the Hyatt' pamphlet detailing responsibilities and expectations for prospective interns

#### EMPLOYMENT EXPERIENCE

#### Wegmans, Pittsford, NY

January 2012-Present

Front Desk

- Handle customer concerns efficiently and tactfully, directing sensitive concerns and distraught customers to Manager as appropriate.
- Work closely with managers to improve employee relations, suggesting ideas for community building programs and creating a more team oriented atmosphere.
- Work flexible hours, filling in for absent employees as needed.
- Earned 'Employee of the Month' award, March 2013.

#### Little Book Store, Hilton, NY

2010-2013

Sales Assistant

- Assisted owner in all operational aspects of small Main Street store
- Led weekly 'Saturday Story Time' for young readers, ages 4-8
- Opened and closed store; balanced drawer at end of closing days

#### **CAMPUS LEADERSHIP**

Student Government Association, Vice PresidentFall 2013-PresentManagement Club, MemberFall 2013-PresentTeddi Dance for Love, Volunteer2013-2014

#### **COMPUTER**

Microsoft Office, FrontPage, Web Design, FrontPage, and Swish Animation