

# NAME

Address • phone • email

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## EDUCATION

**St. John Fisher College**, Rochester, NY Anticipated December 2015  
**School of Business**, AACSB accredited  
Bachelor of Science in Management, Concentration: Marketing  
GPA 3.52; Dean's List all semesters  
Presidential Scholarship recipient

## RELATED COURSES

Introduction to Marketing, Marketing Research, Buyer Behavior, Business Ethics, Promotion Management

## EXPERIENCE

**St. John Fisher College**, Rochester, NY August 2013-Present  
*Resident Assistant*

- Provide student support including community programming, policy enforcement, conflict resolution and mediation for resident community of up to 70 students.
- Respond to emergency situations by contacting appropriate help as needed.
- Participate in regular team-building and leadership workshops with fellow resident assistants; designed 'Managing Your Time' workshop, fall 2008.

**The Toadstool**, Rochester, NY June 2012-Present  
*Bartender/Server*

- Utilize relationship development and management skills to establish and expand customer base and satisfaction.
- Perform duties efficiently while managing multiple responsibilities in a fast paced environment.
- Accurately handle cash, balance drawers and make deposits.

**Brook's Ice Cream Shop**, Red Creek, NY Summers 2010-2011  
*Assistant Manager*

- Helped manage accounts with established ice cream vendors for a new shop.
- Managed schedules and training for eight new employees.
- Directed incoming orders and arrangement of equipment, furniture and advertisements.

## ACTIVITIES

**St. John Fisher Soccer Team**, *Player* Fall 2012-Present  
**Management Club**, *Treasurer* Spring 2014-Present  
**Student Government Association**, *Representative* Fall 2013-Spring 2014

## COMPUTER

Word, Excel, PowerPoint, Access, Publisher, Outlook

## Name

Street Address • City, ST Zip • Phone • Email

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|-------------------|---|---|
| <b>EDUCATION</b>  | <b>St. John Fisher College</b> , Rochester, NY<br>School of Business, AACSB accredited<br>Bachelor of Science in Management<br>Minor: Computer Science<br>Chase Scholarship recipient   | Anticipated May 2015<br>GPA: 3.39         |
| <b>INTERNSHIP</b> | <b>Paychex, Inc.</b> , Rochester, NY<br>Sales/Marketing Intern <ul style="list-style-type: none"><li>▪ Researched and developed a database of targeted leads based on specific geographic and size parameters.</li><li>▪ Collaborated with field professionals; conducted appointments and observed various steps in the process of presentation, marketing and closing sales.</li><li>▪ Completed cold calls to prospective leads; set up preliminary appointments for needs assessment.</li></ul>   | Jan. 2014-May 2014                        |
| <b>EMPLOYMENT</b> | <b>Macy's Department Store</b> , Victor, NY<br>Assistant Manager (Dec. 2012-Present) <ul style="list-style-type: none"><li>▪ Provide overall supervision of Footwear Department working closely with Manager to set monthly sales goals, monitor inventory and organize associates' schedules.</li><li>▪ Train new employees to high level of customer service, marketing techniques and good communication skills.</li><li>▪ Helped develop marketing plan targeting teenage customers implemented in 'Back to School' promotion resulting in a 3% increase in Fall 2013 sales.</li></ul> Sales Associate (Sept. 2011-Dec. 2012) <ul style="list-style-type: none"><li>▪ Provided outstanding customer service to people of all backgrounds and ages in mall establishment; won 'Employee of the Month' award in November 2011.</li></ul><br><b>Six Flags Darien Lake</b> , Darien, NY<br>Games Assistant <ul style="list-style-type: none"><li>▪ Participated in team assigned to monitor, clean and run the main attractions and rides for popular theme park.</li><li>▪ Collected tickets; managed Lost and Found booth and performed other park duties as needed requiring flexibility and problem-solving skills.</li></ul> | Sept. 2011-Present                        |
| <b>ACTIVITIES</b> | <b>St. John Fisher Management Club</b> , Vice-President<br><b>St. John Fisher Gospel Choir</b> , Member<br><b>Teddi Dance for Love</b> , Volunteer  | 2013-Present<br>2013-Present<br>2012-2014 |

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## EDUCATION

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**ST. JOHN FISHER COLLEGE**, Rochester, NY

**School of Business**, AACSB accredited

**Bachelor of Science in Management**; Concentration, **Finance**

May 2013

Minor, **Economics**

GPA 3.43/4.0; Dean's list five semesters

Who's Who In American Universities and Colleges, Candidate, 2012

## RELATED EXPERIENCE

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**WEGMANS**, Fairport, NY

May 2012-Present

**Financial Services** (October 2013-Present)

- Update company and client financial information on database to ensure accurate communications
- Notify customers of overdue bills and credit terms and respond to customer invoicing questions
- Tabulate shift end balances of cash registers
- Perform other office and financial duties as needed by supervisor

**Cashier/Front End** (May 2012-October 2013)

- Recognized for enthusiastic customer service and problem solving in front desk role
- Worked cash register efficiently with focus on professionalism and customer satisfaction

**CITIBANK**, Fairport, NY

Spring 2014

**Commercial Lending Services Intern**

- Researched office procedures and assisted Manager to devise new detailed manual on client services
- Collaborated with management to investigate and correct input errors within their database system
- Participated in bank to bank presentations and workshops on a variety of relevant topics

## ADDITIONAL EXPERIENCE

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**ST. JOHN FISHER COLLEGE**, Rochester, NY

2012-2014

**Peer Helper for Freshman Seminar**

- Acted as assistant instructor and peer counselor for weekly Freshman Seminar consisting of 20 incoming freshman; covered general information on academic, social and college transitions
- Taught two classes independently on topics of time management and financial decision making

**HOME DEPOT**, Syracuse, NY

Summers 2011 & 2012

**Sales Associate, Lawn and Garden Department**

- Received Golden Opportunity Award for outstanding customer service, 2012
- Provided customers with enthusiastic and knowledgeable service

## ACTIVITIES/ LEADERSHIP

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**FINANCE CLUB, Coordinator**

2012-Present

**EMERGING LEADERS PROGRAM**

Spring 2013

## COMPUTER

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Excel, Access, FrontPage, Bloomberg Terminal, Morningstar