

Marcy Simms

Sometown, FL 55555 • Available to Relocate Nationwide
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Entry-Level Sales / Business Development Professional

Honors student at ABC College's communications program — highly motivated to launch professional sales career. Excellent interpersonal, communication and relationship-building skills. Listen attentively, communicate persuasively and follow through diligently.

Skills

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|----------------------------|----------------------|----------------------------------|
| • Customer Acquisition | • Public Speaking | • Sales Reports & Correspondence |
| • New Business Generation | • Complaint Handling | • Inventory Management |
| • PowerPoint Presentations | • Consultative Sales | • POS Systems |

Education

ABC COLLEGE, Sometown, FL

BA in Communications (*in-progress*), GPA: 3.75

- Awards & Honors: Student Achievement Scholarship; Communications Honor Society; Frederick McMillan Award for Academic Excellence
- Volunteerism: Save the Children; Tutor, Miami Family Shelter; Crisis Line Staff, Women's Center

Work Experience (*concurrent with college studies*)

Bartender, 2015 to Present • ABC RESTAURANT AND LOUNGE, Sometown, FL

Handle the setup, service and daily operations of bar serving an international clientele, tourists and business travelers. Enter orders into POS system; prepare daily sales reports for management; complete monthly inventory; and perform heavy cash-handling and reconciliation functions.

Accomplishments:

- Earned commendations for exemplary service delivery (average of 100 guests per shift). Singled out on comment cards for "going above and beyond" and "providing outstanding service and attention to guests."
- Established positive rapport with customers, upsold products and built a loyal clientele.
- Selected and streamlined bar products based on analysis of consumption and sales, resulting in superior inventory and selection for guests.
- Developed floor plans for auxiliary bars used for large private parties. Outcomes included faster service, improved efficiency and enhanced guest satisfaction.

Server / Bartender, 2014 to 2015 • DEF HOTEL, Sometown, FL

Served food and beverages at a luxury, historic hotel. Anticipated and met guests' needs while working efficiently in a fast-paced environment.

Accomplishments:

- Achieved the highest per-night sales averages (out of 10+ servers) by upselling orders and suggesting add-ons/extras to meals.
- Proved the ability to multitask, handle crowds of up to 350 people, resolve customer issues and excel within a demanding, high-volume setting.