

## WORK EXPERIENCE

### Cashier

#### Jugernaut

May 2023 - current | Chicago, IL

- Processed an average of 32 customer transactions per day with high accuracy, **gaining a 98% checkout satisfaction rating** according to monthly feedback forms
- Upsold personalized accessories to customers according to their style, resulting in a 4.1% increase in average cart value
- Fostered a proactive and inclusive work environment by engaging in a total of 9 team morale-building activities with colleagues during shift breaks
- Handled all in-store return requests, resolving 86% of all returns within one day

### Organizer

#### Campus Entrepreneurship Fair

August 2022 - September 2022 | Hyde Park, Chicago

- Organized a campus-wide entrepreneurship fair, facilitating the presentation of 42 student-made business ideas in front of 19 investors and startup owners
- Designed an efficient workflow for the marketing team, allowing them to execute 3 campaigns and attract 21% more visitors at the event compared to previous years
- Handled sensitive information on student pitch ideas and investor suggestions
- **Delegated and tracked 17 volunteer tasks using Asana**, ensuring all tasks were completed on time

### Research Leader

#### Human Resources Management Study

December 2021 - February 2022 | Hyde Park, Chicago

- **Led a team of 6 students** in a detailed study on HR practices, understanding key employee satisfaction drivers
- Used MS Office to create visual reports of the group's findings, presenting all information to a classroom of 27 undergraduates
- Analyzed survey results to identify the latest trends in employee satisfaction, correlating DEI-related HR practices to a direct 19% improvement in reported satisfaction levels

## MARK GRIFFIN

Human Resource Intern

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## OBJECTIVE

BBA undergraduate seeking a Human Resource internship at Walgreens Boots Alliance, where I can bring my knowledge in the best DEI practices and ability to lead teams. Eager to join the renowned pharmacy retailer in Chicago and contribute to its strategic talent development efforts, while learning alongside HR leaders.

## EDUCATION

Bachelor of Business  
Administration

University of Illinois Chicago

📅 September 2021 - Current

📍 Hyde Park, Chicago

## SKILLS

Discretion and Ethical Judgment

Performance Management

MS Office

Leadership

Asana

## CERTS

SHRM Certified Professional  
(SHRM-CP)