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# VALERIE PETROVICH

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## EDUCATION

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**Bachelor of Arts:** Public Relations, Sales, Expected in 2025

**The University of Akron** - Akron, OH

Significant Coursework:

- Intro to Entrepreneurship
- Principles of Management
- Anthropology/Global and Cultural Diversity
- Spreadsheet Model and DEC Analysis
- Marketing Principles

Campus Involvement:

- Member of the The Fisher Institute For Professional Selling (Fisher Sales Society) at The University of Akron

**Bachelor of Business Administration:** Marketing

**Kent State University** - Kent, OH

Fall 2017-Spring 2021

**High School Diploma:** 05/2020

**Field High School** - Mogadore, OH

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## WORK HISTORY

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**Head-Server** , 11/2020 - Current

**Swenson's Drive-In Restaurants** – Kent, OH

- Led teams of up to 5 servers, through unimaginable business surges caused by the pandemic
- Maintained order throughout shifts ranging from \$5,000-\$11,000 in food sales
- Calculate percentages of sales/ total hours each server worked (quarterly) and multiplying in order to pay out short servers

**Server** , 07/2020 - Current

**Swenson's Drive-In Restaurants** – Kent, OH

- Integrate active awareness and customer service skills with over 100 customers daily
- Completed transactions using mental math or various payment devices for shifts up to \$10,000+
- Exceed both physical and mental limits daily, in every weather condition
- Competed in weekly sales competitions / Swenson's annual Christmas Gold Coin Competition
- Worked at all 6 Akron locations/ 3 Columbus locations, while building loyal relationships with many customers at each one

**Kitchen Supervisor** , 12/2019 - 07/2020

**Swenson's Drive-In Restaurants** – Kent, OH

- Effectively delegated positions for each shift
- Trained 35+ new employees
- Displayed excellent customer service, while settling customer complaints and inquiries
- Displayed incredible ability to work under pressure throughout daily unexpected staffing issues

**Kitchen Crew**, 04/2019 - 12/2019

**Swenson's Drive-In Restaurants** – Kent, OH

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## ACCOMPLISHMENTS

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**President: Rebel Riders 4-H Club** (2017-2020)

- Productively/formally executed monthly meetings to address new opportunities for fundraising, experience, education and previous business
- Educated younger members on important safety protocols and conduct, while creating memorable experiences

- Contributed to recruiting members in order to grow our organization
- Contacted individuals of influence to attend meetings as guest speakers