

Abbey E. Fuhrman
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OBJECTIVE

Obtain a position that will enable me to use my strong sales skills, marketing background and abilities to work well with people.

WORK HISTORY

Intern, Erie Beer, Erie, PA

June 2010 -Present

- Responsible for over 75% of the product samplings; providing consumers with a variety of products, gathering customer feedback, and presenting numerical results to management
- Recommend products to consumer as well as providing feedback to management on the consumers satisfaction
- Work promotions at local bars and distributors; orchestrated major promotion and was responsible for over 80% of all consumer involvement
- Communicated with a variety of people on a daily basis; co-interns, clientele, consumers, and management, to promote work place synergy

Waitress, Fox and Hound, Erie, PA

June 2010-Present

- Trained incoming employees, overseeing their development of essential work place functions.
- Present menus to patrons and answer questions about menu items, making recommendations upon request
- Serve food or beverages to patrons, and prepare or serve specialty dishes at tables as required
- Check with customers to ensure that they are enjoying their meals and take action to correct any problems

Hostess, Ginger Hill Tavern, Slippery Rock, PA

August 2009- April 2010

- Trained incoming employees, overseeing their development of essential work place functions.
- Received and recorded customers' dining reservations
- Maintained contact with kitchen staff, management, serving staff, and customers to ensure that dining details were handled properly and customers' concerns were addressed

Concession Stand Worker & Banquet Attendant, Erie SeaWolves Minor League Baseball Team, Erie, PA

May 2009 -August 2009

- Balanced the drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change
- Answered customers' questions, and provided information on procedures or policies
- Resolved customers' complaints

EDUCATION & UNIVERSITY ACTIVITIES

Slippery Rock University of Pennsylvania, Slipper Rock, PA (SRU)

Bachelor of Science in Business Administration May 2010

Major: Marketing

Member and Captain of the SRU Competitive Intercollegiate Soccer League

Fall 2005-Spring 2010

Team Leader of the Shelter-In-Place Marketing Plan

Spring 2010

SKILLS

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| <ul style="list-style-type: none">• Knowledge of Customer Service Relations through work experience• Ability to communicate information and ideas through public speaking and presentations• Enthusiastic spokesperson and communicator• Excellent time management skills developed working 25 hours/week while being a full-time student |
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