**EDUCATION**

***John Jay College***, Manhattan, New York Expected January 2016

B.A. English

***Kingsborough Community College***, Brooklyn, New York August 2014

A.S. Criminal Justice

**WORK EXPERIENCE**

***Aflac***, Manhattan, New York September 2014-October 2014

*Intern*

• Assisted in filing papers and maintaining logs

• Typed correspondence as directed

• Managed incoming calls for information purposes

• Managed email and mail distribution

***T.J. Maxx***, Brooklyn, New York October 2012- January 2013

*Stock Processor/Sales Associate/Cashier*

• Assisted customers with product selection and queries

• Investigated and resolved customer complaints

• Operated cash register as and when necessary

• Handled inventory and stocks

***Digg Inn***, Manhattan, New York September 2011-Feburary 2012 *Front Desk*

• Interacted with customers in a busy, crowded restaurant

• Operated computer/cash register and enthusiastically accepted payments from customers

• Assisting kitchen staff with food preparation

• Performed all aspects of food preparation, delivery, and clean-up

***Summer Youth Employment Program*** **(SYEP)**, Brooklyn, New York July 2011-August 2011

*Junior Counselor*

• Organized counseling services for students

• Counseled students on career choices.

• Maintained good relationship with teachers and administrators.

• Conferred with students, parents and teachers to assist in meeting the needs of students.

***Babies R’ Us*** September 2009-June 2011

*Sales Associate*

• Engaged customers in order to provide to them what they need in terms of product and quality services

• Promoted brands when instructed

• Processed transactions in a time efficient manner

• Communicated current product features and benefits to customers

**SKILLS**

• Willingness and desire to provide outstanding customer service

• Skilled in Microsoft Office (Word, Outlook, Excel, and Power Point

• Strong leadership, interpersonal, planning and communication skills

• Detail-oriented with strong problem-solving skills