**Jeffrey D. Hecht**

(413) 636-3993

[Jhecht@student.umass.edu](mailto:Jhecht@student.umass.edu)

9 Westernview Dr.

Wilbraham, MA 01095

**Education**

**Bachelors of Science, General Psychology** Dec 2011

University of Massachusetts Amherst, Amherst, Massachusetts

**Associates Degree, Electrical Engineering Technologies** Dec 2008

Springfield Technical Community College, Springfield, Massachusetts

**Skills**

* Communicate effectively with parents and co-workers
* Ability working with diverse groups
* Creative and energetic
* Patient when teaching new skills
* Ability to learn new skills and job requirements
* Reliable employee

**Work Experience**

**Sports Authority Holyoke, MA**

**Footwear Supervisor Nov 2008- Present**

* Create fun and competitive contests for employees to boost sales and performance
* Supervise a $1.2 million per year department
* Drive attachment sales and customer satisfaction
* Train upwards of 8 associates on best practices and customer service

**Circuit City Springfield, MA Sales Supervisor May 2005- Nov 2008**

* One-on-one customer service
* Create individual solutions for each customer
* Supervise and train employees in the car audio department

**Friendly’s Ice Cream Corp. Springfield, MA Dish/Fountain April 2004-May 2005**

* Multi-task between taking orders, filling orders, and re-stocking freezer items
* Resolve customer conflicts
* Maintain a clean and sanitary environment

**Stony Brook Acres** **Wilbraham, MA**

**Camp Counselor June 2002-Aug. 2004**

* Develop new and creative activities
* Assist children in settling conflicts
* Establish rapport with parents and staff
* Encourage safe and fun play

**Volunteer Activities**

**STCC Electrical Engineering Advisory Board Springfield, MA**

Sept 2005-Dec 2008

**STCC Student Mentor Springfield, MA** Sept 2006–May 2008

**Group Work Camp Various Locations**

Summers 2004 and 2005

**Internships**

**Intel Corp Summer 2007**

Manufacturing and automation intern

**Department of Youth Services Fall 2010**

Caseworker and social worker intern

**References Available Upon Request**