**Robert M. Brown**

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**EDUCATION** **Manchester Community College**, Manchester Connecticut

Associates Degree: General Studies

**Eastern Connecticut State University**, Willimantic, Connecticut

Bachelor of Science: Psychology

Major: Industrial and Organizational Psychology

**Eastern Connecticut State University,** Willimantic, Connecticut

Masters of Science: Organizational Management

Anticipated graduation date: Pending 2013

**SKILLS** • Data Entry Experience – A combined two years of experience in data entry/maintenance. Compiled data, entered data, cleaned data, and presented data for multiple research projects as a research assistant.

• HR Experience - - 1.2 years’ experience in assisting with recruitment of new employees ;including the posting of new jobs, sourcing, screening, and interviewing potential employees.

• Teamwork Experience - Became an invaluable part of the research and education oriented teams I was a part of because of my ability to lead, motivate and delegate.

• Multi-tasking - Simultaneously handled multiple duties including but not limited to; customer service inquiries, administrative tasks, store layouts, and employee relations.

• Communicative Skills - Co-authored a paper that is under review for a professional

psychology journal. Gave numerous oral presentations for regional and national psychology conferences.

• Microsoft Office - Gained expert knowledge of Excel, Word, and Power-point through extensive research based use. Created multiple research based presentations for academic based research conferences.

• Research Experience – Accumulated invaluable knowledge of research design, how to effectively collect data, data entry, how to use statistical software (SPSS), and how to interpret results.

**WORK EXPERIENCE FJB Associates,** Rocky Hill, Connecticut

Appointment Setter/Sales Associate May, 2009 – August 2009

• Maintained customer satisfaction via direct communication to consumers via telephone

• Developed interpersonal skills and decision making tactics dealing with customer support issues.

• Collaborated with other employees in team building activities (role playing).

**Country Sports**, Canton, Connecticut

Sales Associate June, 2007 – December, 2008

• Ensured maximum exposure to merchandise through strategic story layout design.

• Demonstrated expert knowledge of the store’s inventory while tending to customer needs.

• Maximized customer experience by being able to multi-task and communicate effectively.

• Handled customer inquiries in person, email, and telephone.

* Assisted with the posting of employment opportunities.
* Assisted with the recruitment, screening, and interview process for potential employees.

**Olympia Sports**, Bristol, Connecticut

Sales Associate June, 2006 – January, 2007

* Took initiative in store layout and design.
* Provided support and training for new-hire candidates.

**OfficeMax,** New Britain, Connecticut

Sales Associate April, 2005 – March, 2007

• Gained advanced knowledge in customer service and techniques in persuasion.

• Demonstrated critical-thinking ability when asked technical questions by customers.

**COLLEGE CAMPUS/ Executive Public Relations member of Peer Advocates for Safe Students**

**COMMUNITY •** Planned, organized, and initiated public event posters, flyers, and within-student hype

**INVOLVEMENT •** Took part in planning, organization, and manning of campus related events

**Co-Chairman for Health Division of People Helping People**

**•** Planned and implemented campus activities related to having a healthy lifestyle

**Research Assistant**

**•** Assisted James W. Diller Ph.D. BCBA-D with research. Gained experience in research design, data collection, data entry using SPSS, data analysis, and the interpretation of data.