

Patrick Groves

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Summary:

Recently graduated Business Economics student from a highly ranked university with experience in customer service and retail sales. A conscientious and hard-working team player seeking to gain professional work experience and expand my skillset.

Education:

University of California, Irvine
B.A. Business Economics
GPA: 3.1

June 2017

Experience:

Big 5 Sporting Goods, Irvine, CA

July 2016-Current

Retail Sales Associate

- Focus on customer service, marketing, and product sales
- Work with other sales associates to maximize customer satisfaction
- Describe products and their usages to potential customers in order to maximize sales

Mendocino Farms, Irvine, CA

May 2015-November 2015

Restaurant Employee (Expo)

- Focused primarily on quality assurance, speed, and accuracy of orders
- Responsible for taking phone orders, communicating with kitchen staff and checking orders to insure accuracy
- Trained newly hired employees to perform their duties while working expo

Tip Top Meats, Carlsbad, CA

June 2013-August 2013; July 2014-August 2014

Restaurant Employee(Food Running/Cashier)

- Focused on learning basic job skills especially communication and teamwork when working with other restaurant staff and customers
- Insured that customers received their food in a timely manner and were satisfied with the quality of the service they received.

EXTRACURRICULAR ACTIVITIES:

Sigma Phi Epsilon Fraternity

January 2015-December 2016

- Balanced Man Scholarship Chairman
 - Led a hand-selected committee in designing a scholarship for incoming freshman men based upon their academic and extracurricular accomplishments
 - Organised weekly meetings to discuss, plan, and implement new ideas to benefit the scholarship and track progress
 - Presented progress updates to regional director and alumni board

RELEVANT SKILLS:

Customer service experience; Competent to work in fast paced environment and multitask;
Microsoft office experience including: Word, Powerpoint, and Excel;