

Laurice Howard

1112 College Ave Apt. 309 | Indianapolis, IN 46202 | 317-654-3583 | lauricehoward42@gmail.com

Linkedin: <http://www.linkedin.com/pub/laurice-howard/71/a3/a93/>

Education

Purdue University, West Lafayette, IN
Bachelor of Arts, Sociology

August 2010 to May 2014
GPA 3.5/4.0

Achievements

Dean's List and Semester Honors

January 2011 to May 2014

Purdue Promise Scholarship

August 2010 to May 2014

Academic Scholarship Recipient

- 4 years of full college funding

Related Experience

Royal United Mortgage

July 2014 to April 2015

Loan Advisor

- Prospect new clientele by dialing warm leads and providing them with an unmatched customer service experience
- Gain an expert understanding of Fannie Mae, Freddie Mac, FHA, and VA guidelines
- Evaluate loan applications and documentation by confirming credit and income worthiness
- Maintain customer confidence by keeping loan information confidential
- Complete loan contracts by explaining provisions to applicants; obtaining signatures and notarizations; collecting fees
- Update career knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations
- Improve loan applications and documentation by informing applicant of additional requirements

Chipotle Mexican Grill

August 2011 to July 2014

Take-Out Specialist

- Developed an efficient method to teach other employees how to review applications through Taleo, set up, and conduct interviews
- Trained 10+ employees how to properly carry out daily store operations
- Increased online sales by 3% in one quarter moving our store from 16th to 4th place in the district
- Received a promotion from Crew Member to Take-Out Specialist
- Balanced school work and 25 hour work week strengthening my time management skills
- Built loyal relationships with customers by providing an exciting and unique customer service experience
- Facilitated all front of house operations to the high standards set by the organization
- Utilized guerilla marketing tactics to strengthen customer relationships and increase store volume

Papa Murphy's

August 2009 to August 2011

- Exceed customer expectation by maintaining a welcoming atmosphere
- Entrusted with cash and credit transactions at front checkout
- Maintained cleanliness of the restaurant by constantly identifying areas that need attention
- Fulfilled customer orders in a timely fashion by maintaining an organized workspace

Boiler Music Group

August 2010 to December 2011

Artist

- Collaborated with various artist to compose song projects
- Performed in front of 400+ person audience increased speaking confidence

Related Coursework

Statistics of Sociology

- Basic techniques of statistical analysis applicable to sociological data
- Multivariate analysis using SPSS and graphing through Excel

Principles of Economics

- Create and interpret graphical representations of cost/benefit analysis as reflected in market demand and supply curves
- Calculate basic measures of macroeconomic performance in output, labor, financial, and foreign exchange markets
- Analyze changes in macroeconomic performance in response to the changes in fiscal and/or monetary policy

Business Writing

- Gather research information in libraries, on the Internet, or through any other source for print or multimedia information
- Evaluate information sources for truth, relevance, and stylistic elements
- Function effectively as a valued collaborator in a team writing or presentation project

Introduction to Marketing Analysis

- Understanding marketing concepts that will be useful to managers in a variety of application
- Gain a broad understanding of technical terms associated with the field marketing

Memberships

Alpha Kappa Delta

International Sociology Honors Society

November 2012 to Present

Society for Human Resource Management

Global HR Professional Organization

October 2013 to Present