

Samson E. Osime Jr.

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EDUCATION

West High School

High School Diploma

Salt Lake City, UT

Aug 2015 – Jun 2019

- GPA 3.58 / 4.00
- ACT 27 / 36
- Seminary Council, Student Government, Future Business Leaders of America, Varsity Basketball
- *Honor Roll, West High School Male Athlete of the Year, International Baccalaureate*

Brigham Young University – Marriott School of Business

Pre-Business

Provo, UT

Apr 2022 - Present

- GPA 3.65 / 4.00
- *Multicultural Scholarship, Merit-based Scholarship*
- *Brigham Young Grant, Academic-based Grant*
- Relevant Coursework: ACC 200, IS 110, MKTG 201, IS 201
- Phi Eta Sigma (*First-Year Academic Honors*)

EXPERIENCE

Leatherbys Family Creamery

Dispenser/Waiter

Salt Lake City, UT

June 2016 – Sept 2018

- Efficiently served food, ice cream and drinks to customers while providing excellent customer service which resulted in satisfied and returning customers.
- Maintained a clean and organized dining area, restocked supplies, and worked well with other staff members in order to create a smooth and enjoyable dining experience for customers.

FedEx

Package Handler

North Salt Lake, UT

June 2019 – Nov 2019

- Used scanners and other tracking software for maximized efficiency while directing movement of inventory to and from proper storage area
- Perform routine preventative and safety checks and notify appropriate contact of potential hazards or mechanical issues.
- Carefully loaded, transported, and unloaded boxes weighing up to 80 pounds each.
- Ensure clear communication among coworkers in order to maintain a clean, organized warehouse for maximized efficiency
- Completed over 1000 customer orders daily.
- Lead company in efficiency efforts by minimizing errors and inaccuracies. Which meant determining packing method for order, based on size, shape, and more

Lowe's Companies, Inc.

Customer Service Representative

West Bountiful, UT

Dec 2021 – Oct 2022

- By providing timely and accurate information, addressing customer needs and resolving their issues, I was able to add value to Lowe's by enhancing the customer experience, building customer loyalty, and promoting customer retention. Additionally, through active listening, empathy, and professionalism, I had opportunities to increase the brand reputation of Lowe's and help attract new customers.
- By handling complaints efficiently and effectively, I could mitigate negative feedback or reviews, prevent customer churn, and retain customer satisfaction. I could also provide valuable insights and feedback to the company about areas of improvement in product quality, store policies, or customer service processes, thus contributing to the overall success and growth of Lowe's.
- In addition to assisting customers with their inquiries and complaints, at Lowe's, I was occasionally responsible for processing transactions, managing returns and exchanges, and maintaining accurate records of customer interactions. By handling these tasks efficiently and accurately, it ensured a smooth and seamless shopping experience for customers, reduced operational errors, and improve the overall efficiency of the store's operations.

Brigham Young University*BYU Men's Basketball Student Manager*

Provo, UT

Oct 2022 – Present

- As a team manager for BYU Men's basketball, one is responsible for overseeing and coordinating various aspects of the team's operations, such as travel arrangements, equipment management, and team logistics. As a student manager, I have a key responsibility to provide support to the coaching staff and players during practices.
- My job involves tasks such as setting up and taking down equipment, filling water bottles, and assisting with drills or other practice activities as needed. During games, I am responsible for many of the same tasks but also responsible for tasks such as keeping players hydrated and cleaning the game court.
- By providing valuable support to the coaching staff and players, I can help create a positive team culture and foster a sense of camaraderie and teamwork. This leads to better and smoother practices that leads to more efficient player development. This can lead to better on-court performance and improved team dynamics.

LEADERSHIP & SERVICE

West High Student Government*All Student Wide Spirit Ambassador*

Salt Lake City, UT

May 2018 – June 2019

- After a campaign and successful election, I was responsible for promoting school spirit and creating a positive atmosphere within the student body. This involved tasks such as planning and organizing school events and activities, promoting attendance at sporting events, and encouraging students to get involved in extracurricular activities. By promoting school spirit and creating a positive atmosphere, I was able to help improve student morale and increase overall school pride.
- I served as a liaison between the student body and the school administration. I communicated student concerns and feedback to the administration, and working with the administration to address any issues or challenges that may arise. By serving as a liaison between the student body and the school administration, a spirit ambassador helped ensure that student voices are heard and that student needs are met. This led to a more responsive and effective school administration.

West High Seminary*Seminary Council*

Salt Lake City, UT

May 2018 – June 2019

- I had the opportunity to participate in weekly group discussions and was able to share personal insights or experiences related to different lesson topics but the meetings were usually to collaborate with other council members as well as the seminary faculty to plan and organize seminary activities or events.

The Church of Jesus Christ of Latter-day Saints*Volunteer Representative*

Sultan, WA / Lomé, Togo

Dec 2019 – Dec 2021

- As a missionary, I was responsible for sharing the gospel of Jesus Christ with others and helping them come closer to God. This involved various activities such as teaching lessons, participating in service projects, and sharing personal experiences and testimonies with others. I also spent time studying the scriptures, preparing lessons and presentations, and building relationships with members and non-members alike. By sharing the gospel and helping others come closer to God, my actions as a missionary had a profound impact on not just the lives of those I interacted with, but mine as well.
- I was able to build trusted relationships with complete strangers and natives by getting to know them on a personal level and making their progression a priority. I did this in the foreign language of French.
- I was able to create and hold meetings for over 10-20 people at any given time during the week while providing a variety of free service (taking care of lawns, moving, painting, etc.) I learned how to boost engagement by inviting others to come unto Christ by helping them receive the restored gospel, resolve issues quickly and efficiently

AWARDS, SKILLS & INTERESTS

- English, Fluent
- French, Fluent
- Visual Basic for Applications (VBA), SQL, Film Production, Music Composition, Sports, Microsoft Office,
- Played the position of Power Forward/Center on the school basketball team from 2015 to 2019 earning me All-Region Second Team my senior year and Deseret News Player of Week 17 in my senior year.
- Completed Honors, AP, & IB Programs
- Participated in the Future Business Leaders of America resulting in 2 national appearances in 2017 and 2019.