

MADELINE MILLER

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SUMMARY

- Five years of customer service experience, conducted within a wide variety of environments
- Strong background of team building, management, and supervision
- Proven ability to apply personal, professional, and academic knowledge to solve problems and create effective solutions for customers

EDUCATION

Bachelor of Arts in Psychology
University of Minnesota - Twin Cities
College of Liberal Arts

Minneapolis, MN
Anticipated Graduation: May 2018
GPA: 3.56

WORK EXPERIENCE

College of Liberal Arts - Advising Office

Minneapolis, MN

Student Volunteer

June 2017 - Present

- Communicate in person and over the phone to schedule appointments and assist a diverse group of students within the College of Liberal Arts
- Maintain an up-to-date knowledge base on the resources and events in the University system
- Initiate and complete time-sensitive projects to assist advisors when necessary

Noodles and Company

Minnetonka, MN

Head Manager

September 2014 - June 2016

- Obtained excellent leadership skills through training and supervising a team of five managers
- Managed staff to ensure efficient fulfillment of restaurant orders and strong customer service
- Performed necessary opening and closing duties, maintaining a clean and aesthetically pleasing store which met all required health and safety codes

Target

Woodbury, MN

Customer Associate

September 2012 - September 2015

- Worked with little direction or supervision to ensure customer satisfaction
- Communicated with customers on the sales floor and at the cash register, answering questions and recommending products

ADDITIONAL EXPERIENCE

University of Minnesota - Twin Cities

Minneapolis, MN

Welcome Week Leader

April 2015 - June 2016

- Introduced a group of 30 new students to the University of Minnesota, guiding them through their first transitional week into college
- Ensured all students followed a tight time schedule and attended all required events
- Led various team-building and introductory games to foster a community within a new group of students

Pratt Elementary School

Minneapolis, MN

Teaching Assistant

September 2013 - September 2015

- Assisted third-graders with subjects such as English and History
- Completed tasks as requested by the head teacher, such as the creation of 3 lesson plans per week targeted to diverse students of varying learning abilities

ACTIVITIES

- Psychology International Student Association Member
- University of Minnesota Intramural Basketball Team Captain
- NCAA Men's Basketball Regional Promotions Volunteer

May 2015 - Present
September 2015 - May 2016
March 2015