

Sophia Frisiras

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EDUCATION:

State University of New York at Geneseo - Geneseo, NY

Expected: May 2025

Bachelor of Science in Business Administration, Minor in Human Resources Management

GPA: 3.82

Honors & Achievements: Dean's List (Spring 2023)

North Carolina State University - Raleigh, NC

Sept. 2022 - Dec. 2022

Completed 16 credits towards a Bachelor of Science in Management

GPA: 3.67

Honors & Achievements: Dean's List (Fall 2022)

SKILLS:

- MS Office Suite (Excel, Word, PowerPoint), Problem Solving, Time Management, Customer Service.

WORK EXPERIENCE

Scovills Grill - Dansville, NY - *Server*

Dec. 2022 - Present

- Provide high quality service to a large volume of daily customers.
- Memorized the restaurant's menu and customer's orders to offer the best service possible.
- Operate POS terminals to input orders, divide bills, and calculate totals.

Laf A Lot - Wayland, NY - *Server*

Dec. 2022 - Present

- Developed relationships with guests generating repeat business by providing exceptional customer service.
- Communicate with hosts, bussers, and kitchen staff to ensure customer satisfaction.
- Enforce minimum age requirements for consumption of alcoholic beverages by checking identification while taking drink orders for customers.

SUNY Geneseo Campus Mailroom - Geneseo, NY – *Student Employee*

Jan. 2023 – Present

- Sort all incoming mail and put in assigned bins according to the students last name.
- Communicate with customers, employees, and vendors to answer questions about packages.
- Check in mail and notify recipients of packages through an automated tracking system.

McDonalds - Dansville, NY – *Crew Trainer*

Jul. 2020 – Aug. 2022

- Instructed new team members on correct procedures for operations.
- Handled customers' complaints and quickly solved them.
- Work several shifts per week while balancing coursework and high school sports.

CAMPUS ACTIVITIES & INVOLVEMENT:

Women in Business Club - *Member*

Sept. 2023 – Present

- The goals of Women in Business Club are to grow networks, create opportunities to explore career paths, and to promote the professional and personal development of women interested in business.

Society for Human Resource Management Club – *Member*

Sept. 2023 – Present

- SHRM's goals are to educate, teach thought leadership, and to create a community that advocates to enhance the practice of human resource management.

The Geneseo Opportunities for Leadership Development (GOLD) Program

Jan. 2023 - Present

- Voluntarily participate in interactive workshops designed to grow professional development skills.
- Areas of focus include leadership, time management, team building, networking, and business communication strategies.
- Pending School of Business Professional Development certification.

COMMUNITY INVOLVEMENT & INTERESTS:

- **Philanthropy**: FBLA, Special Olympics, Francis Center Men's Shelter
- **Nature**: Hiking, Kayaking, and Exploring New Places
- **Art**: Drawing, Painting, and Coloring