

Objective

To strive for my full potential and encourage others to pursue their dreams

Education

Current: Completion of the 10th Grade May 2017

Oswego East High School, Oswego Illinois Graduation Year: 2019

Cumulative 3.6 GPA

President of Spanish Club, Treasurer of Asian Student Association, Secretary of Broadcasting Club

Member of National English Honors Society, National Science Honors Society, National Social Studies Society, National Technical Society

Member of Business Professionals of America, Sports Medicine, Mathletes, Interact Club, Broadcasting Club, Sign Language Club, Film Club

Coursework in Accounting and Finance

Coursework includes Speech and Communication, and Psychology

Qualifications

- Natural leader
- Well-educated in Spanish
- Motivated team player
- Tutors peers who struggle in subject areas: Algebra, Chemistry
- Skilled problem solver
- Active listening skills
- Computer literate: Microsoft Office, Google Suite, Adobe Creative Cloud
- Credit card transactions
- Customer oriented
- Stocking

Volunteer Work

Accumulated over 200 volunteers hours

Volunteered in the Downstate of New York, where I painted the interior and exterior walls of a home, repaired the fence and stairs, and helped repair the roof

Nursing home

Reading to the elderly and assisting them in their daily routines and activities

School events/activities

Supporting the academics of students through National Honor Societies

Helping with event planning for parties and fairs for middle schools and community fundraisers

Sports Medicine: Assisting athletes medically, through the use of taping, bandaging, icing, etc.

Achievements

I became President of Spanish Club where I managed and led a club of 30 students

I won first place in the Algebra 2 Mathletes competition held at North Central College in Naperville, Illinois

Represented Oswego East in the Mathletes competition held at Northern Illinois University, and North Central College

Experience

Cashier, Auntie Anne's: Oswego, Illinois August 2016-June 2017

- Educated customers on product and service offerings
- Offered exceptional customer service to differentiate and promote the company brand.
- Collaborated with customer service team members to give exceptional service throughout the entire shopping and purchasing experience
- Stocked and replenished merchandise according to store merchandising layouts
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction
- Cleaned and organized the store, including the checkout desk and displays

Drive-Thru, Steak 'n Shake: Aurora, Illinois

June 2017-Currently Working Here

- Operated drive-thru sales
- Operated a cash register for cash, check and credit card transactions with all accuracy
- Answered customers' questions and addressed problems and complaints in person and via phone
- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction

Team Member, Culver's: Aurora, Illinois

June 2017-August 2017

- Processed an average of 40 transactions each day in a timely manner
- Cleaned and organized the store, including the checkout desk and displays
- Welcomed customers into the store and give them suggestions for what to eat or drink
- Produced the drinks and delivering food

References

Orlandia Falcon

(630)-585-0730

General Manager of Steak 'n Shake

Graham Brown

(630)-636-2334

Currently teaching me at Oswego East Highschool

Jay Patel

(630) 554-3953

Supervised me at Auntie Anne's

Breda Murphy

(630) 636-2473

bmurphy01@sd308.org

Taught me at Oswego East Highschool