

# SARAH JONES

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## EDUCATION

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK

**Bachelor of Science, Business Administration**

June xxxx

Marketing and International Business Concentrations

GPA 3.2/4.0

## WORK EXPERIENCE

WEGMANS FOOD MARKET

Williamsville, New York

**Customer Service Representative – Front Desk**

October xxxx–Present

- Resolve customer concerns, product exchanges, returns promptly and pleasantly, while adhering to store policies
- Accurately process sales transactions, money orders, lottery purchases and utility payments for guests
- Awarded Employee of the Month for exceptional customer service and teamwork

WEGMANS FOOD MARKET

Williamsville, New York

**Cashier**

January xxxx–October xxxx

- Promoted goodwill among shoppers by delivering efficient service in a friendly and professional manner
- Achieved highest items-per-minute scan rate and increased customer satisfaction

ELMWOOD HEALTH CENTER

Buffalo, New York

**Marketing/Public Relations Intern**

September xxxx–December xxxx

- Wrote and prepared marketing pamphlet, successfully promoting clinic services
- Supported marketing director to plan and implement 2,000 piece direct-mail campaign to residents and businesses
- Developed a computerized directory of 1,500 established clients using MS Access
- Designed a survey distributed to new patients attending an “Open House” event
- Analyzed survey results and prepared report for marketing director

DSW

Amherst, New York

**Sales Associate**

August xxxx–March xxxx

- Offered customers assistance in locating store merchandise and accurately processed sales transactions
- Contributed to team by assisting in weekly in-store sales promotions and inventory audits

## LEADERSHIP EXPERIENCE & ACTIVITIES

**Red Bull On-Premise Virtual Experience Program, Forage**

April xxxx

- Contributed to Red Bull’s international product sales by completing essential tasks to support sales team success
- Assessed account data to target promotion strategically and maximize opportunities for increased sales
- Communicated key trends to team to help close sales and increase profits

**President, UB Marketing Association**

September xxxx–Present

- Led diverse organization of 50 marketing students increasing club membership by 50% from the prior year
- Planned and organized a fundraiser to provide the club with more than \$400 in funding

**Member, Buffalo Undergraduate Consulting Club**

January xxxx–May xxxx

**Practice Interviewer, UB School of Management Career Resource Center**

September xxxx–December xxxx

## TECHNICAL SKILLS

Microsoft Office (Word, Excel, PowerPoint, Access, Publisher), HTML, Adobe Photoshop, Canva, Photography, Social Media (Facebook, Instagram, Twitter), Hootsuite, iMovie