

SARAH JONES

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EDUCATION	<p>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</p>
EXPERIENCE	<p>WEGMANS FOOD MARKET, Williamsville, New York Customer Service Representative – Front Desk, October xxxx–Present</p> <ul style="list-style-type: none">• Resolve customer concerns, product exchanges, returns promptly and pleasantly, while adhering to store policies• Process sales transactions, money orders, lottery purchases and utility payments for loyal patrons with a smile• Awarded Employee of the Month for exceptional customer service and teamwork <p>WEGMANS FOOD MARKET, Williamsville, New York Cashier, January xxxx–October xxxx</p> <ul style="list-style-type: none">• 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 <p>ELMWOOD HEALTH CENTER, Buffalo, New York Marketing/Public Relations Intern, September xxxx–December xxxx</p> <ul style="list-style-type: none">• Wrote and prepared marketing pamphlet, successfully promoting clinic services• Supported marketing director in planning and implementation of 2,000 piece direct-mail campaign to local 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 <p>PAYLESS SHOESOURCE, Williamsville, New York Sales Associate, August xxxx–March xxxx</p> <ul style="list-style-type: none">• 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	<p>President, American Marketing Association, September xxxx-May xxxx</p> <ul style="list-style-type: none">• Led a 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 <p>Mentor, School of Management Freshman Mentorship Program Practice Interviewer, UB School of Management Career Resource Center</p>
TECHNICAL SKILLS	<p>Microsoft Word, Excel, PowerPoint, Access, Publisher, HTML, Adobe Photoshop Social Media (Facebook, Instagram, Twitter), Hootsuite, Photography, iMovie</p>