

GENERAL EMPLOYMENT EXPERIENCE POSITIONS

Department Manager

Feb 2011 – Oct 2014

McDonald's, Inc., Saginaw, MI

- Coordinated restaurant resources to deliver a fast, friendly, and safe environment for customers.
- Maintained inventory levels and monitor food safety procedures to meet and exceed health and safety regulations while providing customers with exceptional products.
- Managed a kitchen department with 25+ crew people to quickly provide quality customer service to guests.
- Formulated strategies for training and development of all kitchen crew members to more efficiently execute daily tasks.
- Supervise a team of 20 members in order to ensure quality service to customers
- Oversee site cleanliness, maintaining facilities that meet and exceed health and safety standards.
- Investigate and resolve complaints related to food service and quality to ensure a positive customer experience.

Administrative Associate

Mar 2014 – Jan 2016

Ray's Bike Shops, McDonald Street, Midland, MI

- Organized data, documents, and deposits for 3 of the bike stores to ensure profitability.
- Performed inventory for the end of year inventory reconciliation to account for company assets.
- Collected, organized, and entered daily sales on a weekly basis to help forecast future expenditures.

Writing Center Receptionist

Dec 2015 – Present

Saginaw Valley State University, Saginaw MI

- Perform clerical duties such as assisting students with paperwork, data entry, and answering the phone to provide support to tutors and directors
- Promote the writing center through social media to enhance the reputation of the writing center and increase students' interaction with office
- Direct opening and closing procedures to securely maintain facilities in close coordination with Writing Center safety guidelines

Stock Manager

Jun 2015 – Jan 2016

Dollar General, Southfield, MI

- Filed and systematized company product investments to ensure an organized and productive environment.
- Increased customer loyalty by 5% by creating a warm and inviting atmosphere.
- Managed the stock room employees with a concise goal in mind and clear sense of direction.

Special Assistant

June 1999 – May 2005

Sinai Grace Hospital, Detroit, MI

- Increased productivity by 45% as a result of overseeing the development of a new filing system.
- Filed and systemize the retrieval of patients' information in a fast and efficient manner to ensure an organized environment.

Office Assistant/Mover

May 2013 – September 2014

Sussen Self Storage, Cleveland, OH

- Provided excellent customer service when interacting with guests both over the phone and in person.
- Helped organize, collect, and maintain office files and receipts, adding to company proficiency

Student Worker, Foundation Office

January 2015 – Present

Saginaw Valley State University, University Center, MI

- Process over 50 gifts every shift for the university from faculty, staff, student and friends, by using The Razor's Edge database.
- Update faculty, staff, student and friends' records via The Razor's Edge database, relating to address changes or deceased status.
- Effectively answer incoming phone calls and directing them to the appropriate staff member throughout the office.
- Prepare and distribute multiple marketing campaign mailings from 50 to 500 donors, throughout the country

Teller

April 2014 – August 2014

Chemical Bank, Bay City, MI

- Helped over 100 customers on the phone per week by verifying fund availability and properly resolving customer complaints
- Correctly completed over \$10,000 worth of customer transactions per day
- Balanced customer checkbooks and the cash drawer each day

Representative Payee Assistant

June 2012 – August 2014

Arc of Bay County, Bay City, MI

- Aided over 200 clients on the phone by responding to their questions in a kind and courteous manner
- Prepared and disbursed over 500 checks per week to clients and appropriate bill providers

Child Care Provider

August 2013 – Present

Various Families in Tri-City Area

- Work in partnership with parents on specific expectations for child care; account for the physical, mental, and emotional needs of children in preparation of meals and activities
- Responsible for creating an engaging environment in which children, infants to pre-teens, can cognitively develop and prosper
- Watched 3 children, ages 2-10, helped prepare meals and ensure they made it to the correct activities

Server

October 2014 – April 2015

Zehnder's of Frankenmuth, Frankenmuth, MI

- Handled \$28,000 worth of transactions per week
- Worked with a team of 30 servers by ensuring all customers were satisfied with their experience at the restaurant.
- Assisted customers in a warm and friendly manner, directing them to their desired event, so they could arrive on time.
- Recorded customer food and beverage orders and prepared a variety of drinks for patrons, assuring they would not go hungry nor thirsty.
- Engaged approximately 100+ patrons with exceptional customer service, taking any required steps to ensure guest satisfaction.
- Prepared table settings, décor choice and placement, and organized banquet rooms for nearly 100 special events.

Payroll Specialist

April 2015 – Present

Stuart T. Wilson, CPA PC, Midland, MI

- Accurately process over 500 client payroll per month by using the creative solutions accounting program
- Assist 25 to 30 clients on the phone per week by addressing their payroll concerns

Sales Associate

June 2015 – Present

Gap Factory Store, Birch Run, MI

- Successfully reached weekend goals of \$5,000 in sales per shift.
- Assist in the monthly end inventory throughout seven departments in the store.
- Received employee of the month in September 2015 out of 45 staff members.
- Lead my crew every quarter in a floor set, or redesigning our entire floor of product
- Effectively worked in stressful situations while upholding wonderful customer service
- Promoted as a Marketing lead out of the 20 employees, by efficiently placing all sale placards weekly and maintaining the display windows on a seasonal basis
- Effectively achieved/met individual average targeted merchandise sales goal for the summer season by a friendly approach and willingness to help customers.
- Earned outstanding reviews from customers about my helpfulness and patience.
- Received praises from fellow employees and managers about my work ethics and friendless to others.

Student Employee, Barnes & Noble Bookstore

Academic Year: 2013, 2014

Saginaw Valley State University, University Center, MI

- Assisted two co-workers in arranging merchandise and creating marketing displays to increase store revenue.
- Exercised interpersonal skills to answer phone calls, and assist customers with questions and provided information.

Sales Floor Team Member

April 2014 – November 2015

Target, Hartland, MI

- Used effective communication skills to work with ten other team members to provide excellent guest service.
- Applied communication and teamwork skills to effectively work with a group of ten team members providing excellent service to customers.

Front Desk Associate

Seasonal: Summer 2015

Mercedes Benz Financial Services, Farmington Hills, MI

- Designed 2 websites using Java Script as part of a competition for Co-op Interns at Mercedes
- Enhanced personal knowledge by observing lengthy group meetings with the president of the IT department
- Used Nexus strategies for making objectives for projects involving IT field planning
- Communicate with multiple departments including to professionally and courteously anticipate and meet the needs of a demographically diverse range of guests.
- Utilize RoomMaster Reservation Software to perform standard front desk duties such as guest check in, check out, and assigning room service staff for routine cleaning and maintenance.

Student Worker, Dining Services

Aug 2012 – Present

Saginaw Valley State University

- Maintain the sanitation control and overall formal appearance of the restaurant, dining area, kitchen, and multiple service stations to ensure a clean and safe dining environment.
- Perform various food preparation tasks, catering to specific guest needs to ensure customer satisfaction.
- Perform opening and closing procedures for multiple food stations, accounting for all financial gains made during the day.

Albert, E's Food Court

Jan 2016 – Present

Saginaw Valley State University, MI

- Performed assigned tasks and duties in a fast paced work environment to meet the needs of customers.
- Maintained a clean work environment to meet and exceed health and safety standards.
- Communicated with customers to satisfy inquiries and provide a positive experience.

Shelving Paige

June 2009 – Aug. 2010

Ruth Hughes Memorial Library, Inlay City MI

- Assisted Children's Librarian with special programs to encourage healthy reading habits in children.
- Provided customer support to patrons, ensuring a friendly atmosphere and a positive experience.
- Filed inter-library loan requests to provide books to clients.

Warehouse Associate

Seasonal: May 2012 – Dec 2015

McNaughton-McKay Electric Company, Madison Heights MI

- Scanned and counted product orders to prepare them for packaging.
- Operated heavy equipment such as forklifts and trucks to process orders on shelving units.
- Repaired and maintained warehouse equipment as needed to ensure the proper and effective operation of work equipment.

Life and Health Insurance Agent

June 2013 – Present

State Farm, Bay City MI

- Enable companies and individuals to accept different insurance plans from various agents, allowing customers to choose a plan tailored to their needs, increasing satisfaction.
- Create relationships between companies and insurance agents by opening up groups to bring in benefits, including health insurance.

VOLUNTEER EXPERIENCE**Site Leader, Alternative Breaks**

August 2014 – March 2015

Saginaw Valley State University, University Center, MI

- Traveled to New York City to interact with ten adults, and five children during their therapeutic horse therapy lessons.
- Utilized leadership skills to lead a group of ten students to Tulsa, Oklahoma to volunteer at the Little Light House assisting children with disabilities.

Member, Alternative Breaks (SVSU)

February 2014

- Spent one week over spring break in Madison County, Alabama by taking special care of the elderly and the homeless by playing games, serving meals and providing clothing

Member, Student Exercise Student Association (SVSU)

September 2015 – Present

- Educated five professors about their fitness testing results, and ways to make improvements their score.
- Provided fifteen fitness assessments for the public, and promoted healthy lifestyle changes.

Member, FYRE (First Year Residential Experience)

August 2013 – May 2014

- Selected as one of twenty members by performing weekly activities to increase professional development

Member, Alpha Mu Gamma Honor Society

Apr 2015 – Present

- Recognized by the national collegiate honor society for academic excellence in the study of foreign languages.
- Collaborated with other members to spread awareness of the benefits of studying foreign languages.

Volunteer, Saginaw Valley Elementary School

Jan 2015 – May 2015

- Mentored elementary school students on confronting and resolving societal issues, such as harassment and inequality in schools, to promote a friendlier environment.
- Worked in a team of six individuals to encourage the younger generation to get involved within their community.

Volunteer, Imlay City Historical Museum

Jan 2006 – Present

- Enter inventory items into Past Perfect Museum Record Keeping software to keep an accurate account of each item.
- Participate in community outreach programs to promote the Museum and engage community members.

MEMBERSHIPS

Member, Kappa Tau Epsilon (SVSU)

January 2014 – Present

- Devote 120 hours per semester to help build sisterhood and a feeling belonging through involvement of community, academic and social activities.
- Organized an AVON fundraiser event that generated \$2,000 to support women and families of abuse to speak out against domestic violence.

Treasurer, Organization of Black Unity (SVSU)

Aug 2013 – Present

- Created and implemented innovative means to communicate and engage with the community, increasing membership by 50%.
- Doubled organizational profits within six months due to creating a modernistic budget plan.

President and Treasurer, Ntense Dance Team (SVSU)

Aug 2013 – Present

- Organize and schedule performances and practices for a team of twenty participants.
- Encourage discipline and diversity through dance while encouraging a positive environment.
- Engaged campus and community through performances and volunteer work, receiving the Best New Organization award for the 2013-2014 academic year.

CO-OP-INTERN/TEACHING/EXTRA CURRICULAR

High School Co-op, Home Care

Sep 2013 – Aug 2014

Mid-Michigan Health, Midland, MI

- Created and sent out patient service surveys that increased feedback for the home care programs.
- Accurately faxed medical records for physicians and medical facilities around the tri-county area.
- Effectively used Microsoft Word and Excel to record the medical history of patients for use by medical professionals.

Intern

Jan 2016 – Present

Hampton Manor Assistant Living, Bay City, MI

- Shadowed facility manager with the scheduling of 30+ employees to ensure appropriate employee attendance.
- Maintained the organization of the facility by filing paperwork confirming 100% accuracy.
- Oversaw the hiring and interview process for 5 future potential employees to continue a dedicated workforce.
- Coordinated monthly events for approximately 60 residents for recreational and fitness purposes.

Neonatal Intensive Care Unit Nurse

Feb 2014 – Mar 2015

Covenant Hospital, Saginaw, MI

- Provided medical and other necessary services for infants to ensure healthy development.
- Participated in different awareness program related to child care to promote awareness and practice safe behaviors.
- Assisted doctors and fulltime staff resuscitating newborns.

Staff Nurse

Apr 2015 – Dec 2015

St. Mary's of Michigan, Saginaw, MI

- Maintained the cleanliness of all necessary equipment to ensure the integrity of medical tools, promoting health and facilitating patient recovery.
- Assisted doctors performing medical and surgical procedures to facilitate progress.

Substitute Teacher

Sep 2015 – Present

PCMI Services, Bay City, Michigan

- Flexibly adapted to a variety of classroom environments and grade levels to promote an enriched learning environment.
- Applied higher level thinking and cooperative learning techniques while teaching lessons to promote a more sophisticated understanding of content within pupils.
- Enacted learning decisions based on students' academic, physical, and social needs in order to provide a customized academic experience for each individual.
- Planned lessons, applying classroom management skills to keep the children focused and engaged for the duration of the lesson.

GSRP Lead Teacher/Site Director

Oct 2013 – Present

Bay City Public Schools, Bay City, MI

- Collaborate with teaching staff to develop lessons in order to meet the needs of all children.
- Coordinate parent involvement and field trips to engage parents with their children's learning.
- Provide guidance with conflicts involving children and parents to promote a safe and friendly environment.
- Monitor curriculum, interventions, enrichment, screening, assessments and data to provide a holistic educational experience.

Tutor

Jan 2010 – Mar 2013

Pinewood Elementary, Warren, MI

- Supervise students in classrooms, halls, cafeterias, school yards, gymnasiums, and on field trips.
- Tutor and assist children (K-5, special and general education) individually or in small groups to help them to master assignments and to reinforce learning concepts presented by teachers.
- Present subject matter to students under the direction and guidance of teachers, using lectures, discussions, or supervised role-playing methods.
- Support children's emotional and social development, encouraging the development of positive self-concepts.

Experimental Research Investigator

Jan 2015 – May 2015

Saginaw Valley State University, University Center, MI

- Designed and implemented a research project exploring the effects of interpersonal distance on reading comprehension.
- Administered a 10 question inventory to 30 research subjects while collecting data for analysis.
- Executed statistical analysis using an independent samples t-test and found no significant relationship between interpersonal distance and reading comprehension ($t(28) = .30, p = .803, r = -.41$).
- Created a research project exploring the effects of over-parenting on student motivation.
- Administered 420 surveys for data gathering purposes.
- Executed statistical analysis using bivariate and multivariate regressions and found no significant relationship between over-parenting and student motivation.
- Created a research project exploring cognitive dissonance in people who hold secular ideologies as well as individuals who hold religious convictions.
- Developed and operationalized a series of interview questions.
- Conducted 3 face-to-face interviews.
- Using qualitative analysis, determined that personal freedom was the most common factor in balancing secular ideologies and religious convictions.

Mental Health Worker

Dec 2015 – Present

Healthsource Saginaw, Saginaw, MI

- Assist in the creation and implementation of new group therapy ideas.
- Maintain a positive social milieu, conducive to patient treatment and well-being.

Peer Tutor

Jan 2013 – Present

The Writing Center, Saginaw Valley State University, University Center MI

- Assist undergraduate, graduate, and ESL (English as a Second Language) students with college writing assignments in face-to-face and online sessions.
- Complete more than 900 tutorial sessions to date, with 98% of students rating the session as “excellent” or “good.”
- Led more than 40 Writing Center orientation sessions, each lasting approximately 40 minutes, for 575 English 111 (Freshman Composition) students.
- Wrote proposal and secured I.R.B. (Institutional Research Board) approval to conduct international research on writing center tutors’ mental health.