

DRAGON PERSON

City, State | (000) 123-4567 | dragon.person@cortland.edu

EDUCATION

State University of New York at Cortland, Cortland, NY

Bachelor of Science in Business Economics, Minor in Computer Applications

December 2022

Overall GPA: 3.48

- Dean's List: Spring 2021, Spring 2022
- President's List: Fall 2022

RELEVANT EXPERIENCE

Teachers Federal Credit Union, Hauppauge, NY

Call Center Representative, Summer 2022

- Responded to approximately 64 calls per-day to solve customers' issues related to their account using MyTelConnect
- Identified each customer complaint to direct the client to the correct department to resolve issues
- Communicated with different departments to ensure client issues are resolved in a timely manner
- Developed and maintained accurate information of each call and resolution, documenting notes using Salesforce
- Attended bi-weekly meeting to discuss departmental goals and strategies for improving the organization

CVS Pharmacy, East Northport NY

Shift Supervisor, January - August 2021

- Supervised cashiers during each shift to ensure accurate task completion
- Performed daily closing procedures such as counting each register, finalizing inventory and locking the store
- Audited the inventory of five different aisles within the store to ensure detailed information is reported to corporate
- Handled multiple tasks at once such as resolving customer complaints, organizing and filling cash registers and helping store employers

SUNY Computer Applications Program, Cortland, NY

Teacher Assistant, January - May 2020

- Conducted accurate 3D printing models for students' assignments to maintain accurate printing and ensure device safety
- Facilitated weekly meetings with professor to learn 3D printing hardware and software operating systems

CVS Pharmacy, East Northport NY

Cashier/ Sales Associate, June - December 2020

- Facilitated safe transactions for each customer to maintain accurate cashflow within the store
- Maintained knowledge of weekly ads, promotions, and other advertised specials to accurately market sales
- Organized shelves to maintain the new products coming in for each upcoming sale

EXTRACURRICULAR ACTIVITIES

SUNY Cortland Men's Ultimate Frisbee Club, Cortland, NY

Member, September 2021 - May 2022

- Participated in daily practice routines to build teamwork to improve game day performance
- Coordinated game day travel with team members and e-board to ensure team was present for games

SKILLS AND CERTIFICATIONS

- Dale Carnegie Communications and Human Relations Certificate *February 2021*
- Bloomberg Market Concepts Core Concepts Certificate: Bloomberg Terminal *December 2020*
- Proficient computer skills in Microsoft Word, PowerPoint, & Excel
- Proficient in Python Programming