



University of Maryland University College

Sara Smith

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OBJECTIVE: Entry level management position in the retail industry.

QUALIFICATIONS

- Solid managerial and administrative experience.
- Exceptional versatility and adaptability.
- Dedication and drive as a hard-working individual.
- Superlative communication and team-building skills.
- Ability to manage multiple tasks in a pressured environment.

PROFESSIONAL SKILLS

CUSTOMER SERVICE AND SALES SKILLS

- Interacted with clients and utilized excellent organizational skills to arrange and coordinate special events that include weddings, receptions, and holiday parties, as well as everyday lunch and dinner planning.
- Delivered excellent customer service and conducted in-house sales promotions while functioning as food server, beverage server, and hostess.
- Oversaw daily sales operations at country club.

MANAGERIAL AND SUPERVISORY SKILLS

- Proved multi-tasking abilities by scheduling and supervising staff, consisting of kitchen workers, bartenders, and food servers while functioning as clubhouse assistant manager at country club and simultaneously serving as pool manager and swim instructor.
- Served as right hand to lead managers of entertainment company in an administrative assistant capacity.

COMPUTER SKILLS

- Proficient in using personal computer skills through CompUSA training in such programs as Microsoft Windows, Microsoft Word, Excel, Access, PowerPoint, and Visio. Additionally, use WordPerfect, Lotus 1-2-3, Peachtree, Microsoft Publisher, ClarisWorks, First Choice and First Publisher for word processing, spreadsheet, and graphic design, including internal/external correspondence, reports, procedure manuals, and presentations.
- Create and distribute a variety of reports using Access and Excel.

EMPLOYMENT HISTORY

- Administrative Assistant, Innovative Designs, Charm City, MD. 2006-Present
- Head Waiter, Charm Restaurant, Charm City, MD. 2003 – 2006
- Office Manager, XYZ Media, Charm City, MD. 2001-2006
- Waiter, Charm City, MD, 2000-2001
- Assistant Manager, ABC Resort, Charm City, MD, 1998-2000

EDUCATION

University of Maryland University College, Adelphi, MD -- 2000
Bachelor of Science in Business Administration