**IMA BULLDOG**

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**SUMMARY**

Energetic and results-driven graduate with experience in customer service. Successful track record of conferring with customers by telephone and in-person to provide them with information regarding products or services. Expert in taking or entering orders, creating/canceling accounts and obtaining details of complaints.

**EDUCATION**

Alabama A&M University (AAMU) Normal, AL

**B.S., Liberal Studies (3.0/4.0 GPA)** December 2017

**EXEPERIENCE**

AAMU, Office of the Vice President of Business & Finance Normal, AL

**Student Assistant** Sep. 2014 - Dec. 2017

* Compiled financial records, completed requisitions and assisted with filing all department documents
* Provided backup support to the administrative assistant by answering calls and greeting guests
* Assisted staff with sorting and delivering department mail

G2 Secure Staffing Agency *(American Airlines)*  Nashville, TN

**Seasonal Ticketing Agent** Dec. 2013 - Aug. 2014

* Assisted customers with ticketing, processing payments and overall flight reservations
* Followed all internal control procedures for cash handling and credit purchases, and ensured integrity of ticket distribution and accountability
* Rebooked passengers finding new routes for final destination
* Verified government issued documents were valid for travel
* Handled all special need check-ins including: children traveling alone and passengers with physical disabilities

NIKE Nashville, TN

**Seasonal Associate** June 2013 - Dec. 2013

* Informed customers about sales and promotions in a friendly and engaging manner
* Recommended merchandise based on the customers identified needs
* Operated a cash register to complete product transactions

**LEADERSHIP + COMMUNITY SERVICE**

Big Brothers, Big Sisters of North Alabama, Mentoring Program | 2017-present

AAMU Student Government Association | 2016-2017

Huntsville Rescue Mission*, Volunteer* | 2015-2017

Martin Luther King Elementary School*, Volunteer* | 2013-2015