

# INTERVIEW CONNECTIONS

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Cleveland, Ohio 44116

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*Talented young professional with skills and training in:*

## **Psychology and Criminology**

**Highly accomplished, quick learner** with an extensive **hands-on knowledge base** encompassing the entire spectrum of **psychology** and **criminology**, with special emphasis towards Personal Relations, Humanities, Disorders, Mania, and Rehabilitation. Regarded by peers and mentors as one who is **goal oriented** and **committed to excellence in these fields**.

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## **PROFESSIONAL WORK EXPERIENCE**

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11/2002 - Present

**Team Leader/Sales Support**, 11/2006 - Present

Responsible for maintaining high company standards with regards to merchandise. Multiple duties include organizing the stock room, maintaining the store floor, organizing new merchandise when it arrives and creating weekly schedules for the personnel.

*Key Accomplishments:*

- *Promoted to supervise a staff of 15-20 people*
- *Trains others on the skill of handling disgruntled customers with success*

INTERVIEW CONNECTIONS – STRONGSVILLE, OH

**Loss Prevention Officer**, 11/2005 – 11/2006

Assisted with customer and employee accidents. Given the responsibility of securing the store at the end of the day. Observed cashier transactions to ensure no illegal transactions were occurring. Deterred shoplifters and even detained shoplifters until police arrived. Worked to create a safe environment for customers and employees.

*Key Accomplishments:*

- *Viewed by upper management as departmental leader*
- *Assigned major scopes of responsibility*

INTERVIEW CONNECTIONS - STRONGSVILLE, OH

**Customer Service Associate**, 11/2002 – 11/2005

Front line person to handle disgruntled customers calmly and collectively. Assisted customers with their shopping needs. Maintained selling floor and fitting rooms. Responsible for accurately processing transactions of money at the cash register level.

*Key Accomplishments:*

- *Quickly gained the respect of management and peers very early on*
  - *Ability to resolve stressful customer situations with ease*
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## **EDUCATIONAL BACKGROUND**

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Currently attending Cleveland State University; Double Majoring in Psychology and Criminology  
Received Associates in Psychology from Cuyahoga Community College in 2005

*\*Self financing college expenses*

### ***Additional Skills/Personal Interests:***

Familiar with French and Arabic languages;

In High School - Member of National Honors Society; Ambassadors; Year Book Club; Unity Club