

# May Flowers

2212 Hubbard Blvd.  
Anywhere, NC 00909  
000-123-4456  
mflowers@broncos.uncfsu.edu

## OBJECTIVE

To use my experience in management and education in Criminal Justice to obtain the Teen Court Coordinator position with the Cumberland County Dispute Resolution Center.

## EDUCATION

Fayetteville State University  
Bachelor of Science Degree in Criminal Justice  
Graduated: May 2008

Fayetteville, NC

GPA 3.8

## STRENGTHS

- More than 8 years experience in business management
- Effective working alone or as a cooperative team member
- Adept at building productive relationships
- Able to effectively communicate with teens
- Coordinate the daily functions of a business
- Experienced in meeting organizational goals

## SKILLS & EXPERIENCE

### *Management*

- Administered all aspects of daily operations at several businesses
- Managed a staff of up to 15 involving training, work flow, quality control, conflict resolution, and review processes
- Rewarded with additional job duties as a result of proven ability to handle tasks and meet goals
- Prepared weekly schedules to adequately support and promote business
- Motivated staff at each institution to extend their best effort in meeting customers' expectations

### *Customer Service*

- Developed a reputation for excellent customer service by: acknowledging the customer's presence and making eye contact, greeting customers in a friendly manner and giving them full attention, and taking time to answer questions and resolve issues
- Earned company awards for outstanding customer service
- Served as a product expert in a variety of merchandise
- Increased sales by providing appropriate selections for individual clients and offering available opportunities for discounts or financing

### *Administrative*

- Oversaw human resources functions to include: interviewing, hiring, and administrative paperwork
- Balanced cash drawers with consistently high level of accuracy
- Prepared daily reports and accurately balanced deposits
- MS Office: Word, Excel, Outlook, PowerPoint; copiers, fax machines, printers, multi-line phone systems, typing 45WPM

## WORK HISTORY

<b>Volunteer</b> , Dispute Resolution Center (Teen Court), Fayetteville, NC	2009-present
<b>Assistant Manager</b> , Pier 1 Imports, Fayetteville, NC	2006-present
<b>Associate Manager</b> , Charlotte Russe, Fayetteville, NC	2006
<b>Assistant Manager</b> , Wet Seal, Great Falls, MT	2005
<b>Dormitory Receptionist</b> , University of Great Falls, Great Falls, MT	2004-2005
<b>Assistant Manager</b> , Blockbuster Video, North Pole, AK	2001-2003

## HONORS & ACTIVITIES

- Magna Cum Laude (2008)
- Dean's List (2004-08)
- Chancellor's List (2004-05, 2006-08)
- Model United Nations (2007-08)
- Criminal Justice Club, member (2005-08)