**Sarah Robertson**

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**EDUCATION**

**Bachelor of Science in Commerce and Business Administration**, May 2021

The University of Alabama, Culverhouse College of Business, Tuscaloosa, AL

Major: Finance Minor: Real Estate

GPA: 3.4

**SKILLS/CAPABILITIES/EXPERTISE**

* Expert: Microsoft Office, Minitab
* Exceptional: Time Management, Interpersonal Skills, Teamwork, Communication, Analytical Skills, Ability to Multitask and Prioritize

**WORK EXPERIENCE**

**Hostess,** May 2019-Present

*Rock-N-Roll Sushi LLC,* Tuscaloosa, AL

* Deliver excellent customer service from initial interaction to final departure
* Maintained open communication with kitchen staff regarding cook times to prevent overloading workers and creating dissatisfied customers
* Gained necessary skills for successful time management and prioritizing responsibilities while working 15-20 hours a week and being a full-time student.
* Handle register through transactions and closing the bank post-shift
* Create hostess schedule each week and train new employees
* Answer telephone to provide establishment information and take party reservations

**Sales Associate,** May 2019-August 2019

*Planet Fitness*, Tuscaloosa, AL

* Educated customers on product and service offerings, policies, and promotions
* Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service, and operational goals
* Handled membership and merchandise transactions
* Filed and organized membership and cancellation forms
* Gained time management skills while juggling two jobs and fulfilling role as a part-time student

**Potential New Member Evaluation Leader,** August 2019

*Zeta Tau Alpha Nu Chapter, University of Alabama, Tuscaloosa*, AL

* Led a group of current members to successfully and effectively evaluate and recruit potential new members to the chapter during Formal Recruitment
* Acted as a mentor to current members within assigned group

**Sales Associate,** November 2016- August 2017

*Bronze Tanning,* Belmont, CA

* Provided outstanding customer service to new and long-standing customers by attending closely to concerns and developing solutions.
* Inputted customer data into system, updating information regularly with changes to buying habits.
* Handled and recorded cash and credit transactions before and after shift

**Sales Associate,** March 2016 - February 2017

*Orangetheory Fitness,* Redwood City, CA

* Educated customers on product, service, and membership offerings
* Scheduled members classes and reached out to potential members to schedule a “first visit”
* Inputted customer data into system, updating information regularly with changes to buying habits.

**Childcare Provider,** March 2015 - March 2016

*Bay Club Redwood Shores,* Redwood City, CA

* Developed interpersonal skills through relationships with children of various ages as well as with their parents
* Fulfilled the various emotional and physical needs of children throughout the day
* Kept a record of emotional and development problems to provide to their parents
* Broadened my multitasking skills as I was tasked with providing care to 1-5 children at a time

**HONORS & ACTIVITIES**

* Zeta Tau Alpha Fraternity, Nu Chapter
* Alabama Finance Association
* B+ Morale Foundation, Fall 2019
* Avon Walk for Breast Cancer, 2014 and 2015
* Dean’s List, Fall 2019
* President’s List, Spring 2020