

Jane R. Smith

1420 N. Charles St., Baltimore, MD 21201 | (xxx)-xxx-xxxx | jane.smith@ubalt.edu

EDUCATION

University of Baltimore, Baltimore, MD

Bachelor of Art, History

Special Honors: Helen P. Denit Honors Program, Sigma Alpha Pi National Honors Society, Dean's List (six times), Who's Who among Students in Colleges and Universities Award, Senator of the Month Award

SKILLS/ ABILITIES

- Marketing
- Critical Thinking
- Management
- Sales
- Research
- Customer Service

WORK EXPERIENCE

Rite Aid, Reisterstown, MD

04/2015-present

Assistant Manager

06/2016-present

- Plan and coordinate advertising campaigns, sales promotions, and merchandise displays for flu shots .
- Direct and supervise employees engaged in sales, inventory-taking, reconciling receipts, and customer service.
- Enforce policies and procedures to ensure excellent customer service and maximized the P&L performance of the store.

Shift Supervisor

10/2015-06/2016

- Enforced the enrollment of Wellness+ Plenti Program by consistently motivating the entry-level associates to accomplish the company goal of 50% enrollment.
- Administered directives that encouraged entry-level associates to advertise the availability of flu shots and encouraged customers speak with pharmacist regarding benefits of a flu shot.
- Strengthened the integrity of entry-level associates and conducted daily monetary deposits/audits to prevent large amount of loss; overcame the front-end shrinkage plan by \$22,229.

Clerk

04/2015-10/2015

- Spearheaded the transition from Wellness to Wellness+ Plenti Program and converted more than 30% of customers.
- Increased customer satisfaction by assisting and resolving customer complaints.
- Received five star ratings from customers regarding customer service and assistance with purchases.

INVOLVEMENT

- Student Government, Senator, University of Baltimore
- Campus Life Committee, Member, University of Baltimore
- History Club, Member, University of Baltimore
- Students for Public Interest, Member, University of Baltimore

COMMUNITY SERVICE

- The Book Box Project 2015
- Mt. Royal trick-or treat Event 2015
- Henrietta Lacks Museum Exhibit 2014
- Glyndon Community Clean Up 2012