

Jane R. Smith

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EDUCATION

University of Baltimore, Baltimore, MD

05/2020

Bachelor of Arts, History

Special Honors: Helen P. Denit Honors Program, Sigma Alpha Pi National Honors Society, Dean's List (6/8 semesters), Who's Who among Students in Colleges and Universities Award, Senator of the Month Award

SKILLS/ ABILITIES

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

CAMPUS 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

WORK EXPERIENCE

Rite Aid, Reisterstown, MD

04/2019-Present

Assistant Manager

06/2019-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 designed to ensure excellent customer service and maximized the P&L performance of the store

Shift Supervisor

10/2018-06/2019

- 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

04/2018-10/2018

- 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 consistent five-star ratings from customers regarding customer service and assistance with purchases.

COMMUNITY SERVICE

- The Book Box Project 2017
- Mt. Royal trick-or treat Event 2017
- Henrietta Lacks Museum Exhibit 2015
- Glyndon Community Clean Up 2014