

Jane Doe

Laurel, MD 20707
xxx-xxx-xxxx
janedoe@gmail.com

EDUCATION

University of Baltimore, Baltimore MD— *Master of Science in Counseling Psychology*
MAY 2027

University of Baltimore, Baltimore MD — *Bachelor of Arts in Psychology*
DECEMBER 2023
GPA: 3.7, Dean's List: Spring 2023 and Fall 2023

Howard Community College, Columbia MD— *Associate of Arts in Social Sciences*
MAY 2020
GPA: 3.4, Dean's List: Spring 2019, Fall 2019, and Spring 2020

RELEVANT COURSEWORK

- Stress Management
- Interpersonal Psychology
- Intercultural Communication
- Behavioral Neuroscience
- Research Methods & Statistics

EXPERIENCE

Inspire Salon, Ellicott City MD — *Receptionist*
FEBRUARY 2024 - PRESENT

- Listen attentively to clients' inquiries, concerns, and requests, in order to understand their needs and provide appropriate assistance
- Utilize empathy to understand clients' perspectives, show compassion when necessary, and address concerns effectively
- Resolve and diffuse tension on unexpected issues or concerns raised by clients calmly, promptly, and professionally

Busboys and Poets, Columbia MD — *Bookseller*
OCTOBER 2021 - JANUARY 2024

- Addressed customer complaints in a calm and professional manner to resolve conflicts and maintained positive relationships with customers
- Listened attentively to customers to understand their reading preferences and help them find the perfect book
- Aided Spanish-speaking customers, which led to customer loyalty and building relationships with customers

SKILLS

- Communication
- Organization
- Leadership
- Time Management
- Attention to Detail
- Problem-Solving
- Project Management
- Microsoft Office
- Google Suite

LANGUAGES

- English – Fluent
- Spanish - Fluent

Books-A-Million, Columbia MD— *Book Lead*

NOVEMBER 2018 - SEPTEMBER 2021

- Trained new hires on company policies and procedures, resulting in improved performance and opening doors for full-time opportunities
- Delegated and supervised a team of 7 employees
- Provided excellent customer service, leading to improved customer loyalty and relationships