
GLOBAL ACCOUNTS ANALYST

- ♦ Reliable and self-motivated; professional demeanor; solid interpersonal and organizational skills
- ♦ Team oriented with the ability to accomplish tasks independently
- ♦ Excellent communication skills; customer service experience
- ♦ Detail focused, analytical problem solver with good multitasking and time management skills
- ♦ Experience working with people of diverse backgrounds in a fast-paced environment
- ♦ Computer Knowledge: Microsoft Word, Excel, and PowerPoint; Kronos

EDUCATION**University of Illinois at Chicago, Chicago, IL**Bachelor of Science in FinanceExpected Graduation – XX/20XX; **GPA: 3.4/4.0**Related Coursework: Intermediate Financial

Accounting I & II, Investments, and Managerial Finance

Harold Washington College, Chicago, ILAssociate in Arts - Business/EconomicsXX/20XX; **GPA 3.2/4.0**Related Coursework: Business Law and Business

Industrial Psychology

WORK EXPERIENCE**Walgreens, Shift Manager, Schaumburg, IL**

XX/20XX to Present

- ♦ Plan and delegate priorities to 4 customer service associates assigned to work during the shift
- ♦ Evaluate employee performances on a bi-weekly basis using company standards and ethics
- ♦ Initiate training and orient new staff members to company operations and programs
- ♦ Use NextGen accounting software to balance all cash registers and verify sales made during the shift
- ♦ Setup merchandise display items to increase customer sales
- ♦ Maintain cleanliness of the store and monitor activities for security purposes

Highlight: Frontier Service Award Recipient, June 2016**Chicago Transit Authorities (CTA)/Securitas, Customer Service Associate, Chicago, IL**

XX/20XX to XX/20XX

- ♦ Communicated bus, train, related service delays, and alternative routing information to commuters
- ♦ Provided travel information to commuters requesting assistance with directions to their destinations using CTA maps and amenities
- ♦ Monitored and inspected service machinery for accuracy and competent operation
- ♦ Completed detailed activity reports of incidents with company control center and law enforcement

Securitas Security Services Inc., Security Officer, Jefferson City, MO

XX/20XX to XX/20XX

- ♦ Worked various locations to observe and monitor activities at the respective facilities; reported unusual activities to the control center and completed written reports when necessary
- ♦ Controlled access to assigned facilities based on individual restrictions and credentials
- ♦ Patrolled assigned facilities to help deter potential criminal and suspicious behavior

Macy's, Sales Associate, Jefferson City, MO/Chicago, IL

XX/20XX to XX/20XX

- ♦ Provided outstanding customer service to customers while working in various departments
- ♦ Displayed a knowledge of company products and fashion trends to help match customers with preferred products
- ♦ Maintained merchandise on floor in accordance with current sale strategies and displays for customer purchase

Abercrombie & Fitch, Floor Clerk, St. Louis, MO

XX/20XX to XX/20XX

- ♦ Greeted customers upon entry, informed them of special sales, and guided them to specific departments based on their preferences
- ♦ Maintained store display appearance to encourage sale of items; answered customers' questions regarding store items