Gabriel tiger

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# Education

University of Memphis May 2023

Bachelor of Arts in English GPA: 3.8/4.0

# Professional Experience

**Char Restaurant** Memphis, TN

***Server*** February 2021–May 2022

* Collaborated and communicated with restaurant staff by placing customer orders and feedback through the POS system
* Served 25% of restaurant tables, while clarifying menu options, persuading customers to consider specials, and listening to their orders
* Listened and dealt with customer complaints and problems in a positive manner and accommodate them with solutions leaving them satisfied

**AT&T** Memphis, TN

***Sales Representative*** March 2020–March 2021

* Analyzed and processed product returns, assisting customer with finding alternative merchandise to meet needs
* Worked alongside retail representatives to boost sales by enhancing product presentations and advertising collateral
* Trained and developed new sales team associates in products, selling techniques and company procedures
* Utilized appropriately the cash management practices and procedures handling $8,000+ at a time
* Improved customer satisfaction by displaying store merchandise in high traffic areas and reducing customer wait time at the register by 20%. Achieved 100% customer satisfaction

**University of Memphis Athletic Department** Memphis, TN

***Men’s Basketball Intern*** September 2019- April 2020

* Encouraged 70 athletes to engage in good sportsmanship with competitors on and off the court
* Monitored and managed rigorous practice schedule-maintained dress requirements, and always contributed to team improvements
* Managed over $5,000 of inventory and assisted with ordering new materials, uniforms, and equipment for team needs

# Projects

**University of Memphis English Department** Memphis, TN

***Student, Research Paper & Presentation: The Olympics*** Fall 2021

* Researched then wrote a 10-page paper worth 15% of the grade and presented the information discovered to classmates using Microsoft Word and PowerPoint
* Explored and examined textbook chapters, articles, guidelines, and monographs to map out and compile information from the specified time period
* Organized research expectations by reviewing assignment guidelines and scoring on Canvas to achieve a high score
* Received feedback from the instructor to evolve the thesis and discovered information to develop a stronger paper and presentation

# Skills

Microsoft Office, Google Docs, Canvas, Zoom, Team Building, Training, Time Management, Sales, Point of Sale Knowledge, Problem-Solving skills, Customer Service

# Involvement

Writing, Rhetoric, and Technical Communication Club Member, 2020 - Present