

GABRIEL TIGER

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EDUCATION

University of Memphis
Bachelor of Arts in English
GPA: 3.8/4.0

May 2023

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